

Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template

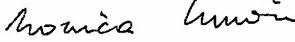
London Region South London Area Team

Complete and return to: nhs.cb.lon-sth-pcc@nhs.net by no later than 31 March 2015

Practice Name: Balham Park Surgery

Practice Code: H85066

Signed on behalf of practice: Victoria Sciberras – Reception Manager  Date: 11.3.2015

Signed on behalf of PPG: Monica Unwin - Chair  Date: 11.3.2015

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES
Method(s) of engagement with PPG: Face to face, Email, Other (please specify): Face to face, email, via distribution of Newsletter both electronic and hard copy, via Information posted on website and within the Surgery via the BPSPLG box and noticeboard.
Number of members of PPG: 5577

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Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:									
	%	Male	Female		%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
	Practice	47	53		Practice	16	8	35	19	10	6	3	3
	PRG	44	56		PRG	0	9	48	25	9	4	3	2

Detail the ethnic background of your practice population and PRG: **See attached as records of ethnic origin held by the practice do not easily match the categories listed below.**

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice								
PRG								

	Asian/Asian British				Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab Any other
Practice									
PRG									

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

- We have designed a leaflet entitled "Come and join us" which specifically appeals to parents of younger children, older people, people of working age, carers and those with long term conditions.
- In all of our written correspondence, particularly replies to complaints and suggestions we include details of the patient group, when the next meeting is and about joining our Group via email.
- We have a message on our phone system when patients are waiting for their call to be answered inviting them to join the group.

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- We advertise the meeting dates on our website
- The Group decided to hold two education meetings that would attract patients from different demographics. The first meeting in June 2014 was on Dementia and the second in October 2014 was about Diet and Fitness. Both events were advertised and on each occasion attended by well over 50 patients which helped to increase awareness of the Groups involvement with the practice.
- All new registered patients are informed of and invited to join the Group. Staff will inform patients about the Group when speaking face to face or on the phone to encourage participation.
- The Group has a small travel budget to assist those who have difficulty attending or benefit from transport in the dark winter evenings

This year the Group has seen new membership. We were happy to receive an expression of interest from a young man who came along to take the minutes for the PPG. Unfortunately he has had to withdraw from the group to spend more time on his studies. The group welcomed a new young mum to the group at the February meeting and two new younger volunteers have taken on the editing of the newsletter

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?
e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community?

NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

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2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- Friends and Family
- Suggestion slips
- Complaints
- NHS choices feedback
- Feedback via our website
- Reception staff are trained to identify feedback both negative and positive on the phone and face to face which they record and pass on.

How frequently were these reviewed with the PRG?

"Surgery news and patient feedback" is a regular agenda item at the monthly patient group meeting when friends and family results are discussed and distributed.

The Annual review of complaints is also discussed at the Patient Group once a year.

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3. Action plan priority areas and implementation

Priority area 1
Description of priority area: More appointment availability
What actions <u>were</u> taken to address the priority? <ul style="list-style-type: none">• We created more clinic space by vacating the Health Visitors who used 3 rooms for a walk in clinic each week.• We increased "on-call bookable" slots reserved for the on-call Dr each day to book patients into following a triage call• We increased the number of online bookable slots available in each clinic so that more routine GP appointments are available to patients to book online• We have allocated a Registrar to assist the on-call Dr on a Monday morning which we identified as a particularly busy period in respect of returning telephone calls to patients and patients who need to be seen.• All patients over 75 and most of those with multiple long term conditions now have a named GP and are encouraged to see/speak to that Dr for continuity of care. Reception staff have been trained to facilitate this with patients in those groups.
Result of actions and impact on patients and carers (including how publicised): <p>There is now more appointment availability on line for patients to book routine GP appointments. Calls are being returned to patients in a more timely fashion from the On-call Dr especially on a Monday morning due to the assistance of the Registrar. There is greater access for patients with more clinics due to the freed up room resource.</p>

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Priority area 2
Description of priority area: Being able to Register online
What actions were taken to address the priority? We have created an on line form accessed via our website which allows patients to Register electronically (24 hours a day). It provides an electronic response to the patient confirming enrolment and explaining how they can gain online access to book appointments, order repeat prescriptions and send non urgent messages. We also correspond electronically with those patients whose Registration is incomplete setting out specifically what they need to do in order to Register successfully.
Result of actions and impact on patients and carers (including how publicised): This is a very popular service which has seen an average of 55 patients registering on line each week. The feedback has been very positive from patients who have called once registered to say how easy and efficient the service was.

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Priority area 3

Description of priority area: Cleanliness

What actions were taken to address the priority?

In addition to our nighttime cleaners we now have a daily lunchtime cleaner who comes in weekdays and on Saturdays to clean the toilets throughout the building and to deal with any urgent cleaning issues that have arisen. We have a cleaner's log that is signed and dated for each toilet.

The daily cleaners log is in Reception and available to all staff who can leave requests.

We had a deep clean of the carpets throughout the building and of all the chairs in the waiting room on 10 January 2015. We now have a gardener who weeds and maintains the entrance and perimeter of the surgery.

Result of actions and impact on patients and carers (including how publicised):

The cleaning logs demonstrate to patients how often the toilets are cleaned. A mid-day cleaner has increased the availability of the toilets as in the past a cubicle may have had to be locked until the nighttime cleaner was available.

The additional cleaning during the day and routine gardening has improved the appearance and presentation of the building, in particular the cleanliness of the toilets.

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Progress on previous years

Is this the first year your practice has participated in this scheme?

NO

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

- There were meetings with staff from various teams to agree action plans following the publication of the results. The results of the 2013/14 survey were discussed at our Team event on 22 May 14 to increase awareness amongst all staff. The event was also attended by the chair of the PPG who reinforced the importance of the work between the practice and the PPG.
- In respect of the waiting room we have purchased a new self-check in machine which links to EMIS allowing us to add questions to ensure patient data is correct and up to date. We are currently piloting it with a view to purchasing a second screen to make checking in quick and easy for patients.
- We have approached a local school who are preparing some art work around nature and flowers for us to display in the waiting room. We now have a variety of magazines both health related and general interest.
- We have made disinfectant wipes available at the self-check in and display notices to inform patients how often chairs and toys are cleaned under infection control guidelines.
- We have created an "easy read" list of nurses appointments that is available at Reception to reduce the need for patients to express verbally why they are seeing the nurse i.e. smear.
- We have made blood tests available to book online. We have a leaflet for patients about how to use all the various online and electronic facilities which is also available on our website.
- We have purchased a new patient call in and information screen which has tailored presentations for blood test clinic times and baby immunisations. We are continually working on the displays to provide up to date and relevant information for our patients.
- Family action now provide a service here every fortnight helping patients

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4. PPG Sign Off

Report signed off by PPG:

YES

Monica Linnin

Date of sign off: 11 March 2015

How has the practice engaged with the PPG:

1. How has the practice made efforts to engage with seldom heard groups in the practice population?
2. Has the practice received patient and carer feedback from a variety of sources?
3. Was the PPG involved in the agreement of priority areas and the resulting action plan?
4. How has the service offered to patients and carers improved as a result of the implementation of the action plan?
5. Do you have any other comments about the PPG or practice in relation to this area of work?

1: The PPG holds two educational talks a year and we have chosen the topics with seldom heard groups in mind to hopefully encourage them to come along. Last year's talks were in June on dementia and in October on fitness. This year's talk in June is going to be on about coping mechanisms for stress. The practice also invited a representative of the "Expert patient Programme" to spend a day in the Surgery talking to patients in the waiting area about the programme and its benefits.

2: We receive feedback from a variety of sources including face to face, friends and family, NHS choices, via our website and in writing.

3. Yes this was discussed in particular at the September and March meetings.

4. It is a sad reality that with growing demand and reduced funding we struggle to provide appointments at a time that suits everyone. We are constantly reviewing demand for appointments and achieving the balance for on the day and pre bookable appointments is a continuous challenge. However we have increased appointments available to the oncall Dr to ensure that those

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those patients that have been triaged by the on call Dr and need to be seen can and will be seen that day. We have also improved the facilities by providing a lunchtime cleaner to ensure that the public areas and toilets are clean and presentable.

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Report Name: Ethnicity Breakdown

Parent Population: BPSPLG Members

Last Run: 10-Mar-2015 13:20

Relative Date: 10-Mar-2015 13:20

Patient Count: 5577

Males: 2479

Females: 3098

Ethnic Origin	
Unknown	460
African - ethnic category 2001 census	21
Any other group - ethnic category 2001 census	5
Baltic Estonian/Latvian/Lithuanian - ethn categ 2001 census	1
Bangladeshi	13
Bangladeshi or British Bangladeshi - ethn categ 2001 census	4
Black - other, mixed	7
Black African	61
Black British	5
Black British - ethnic category 2001 census	2
Black Caribbean	53
Black Caribbean and White	3
Black, other, non-mixed origin	11
British or mixed British - ethnic category 2001 census	236
Caribbean - ethnic category 2001 census	17
Chinese	29
Chinese - ethnic category 2001 census	46
Chinese and White - ethnic category 2001 census	1
Croatian - ethnic category 2001 census	1
English - ethnic category 2001 census	14
Ethnic category - 2001 census	7
Ethnic category not stated - 2001 census	14
Ethnic group not given - patient refused	14
Ethnic group not recorded	13
Ethnic groups (census)	1
Ethnic groups (census) NOS	4
Ethnicity and other related nationality data	15
Filipino - ethnic category 2001 census	2
Greek - ethnic category 2001 census	1
Indian	66
Indian or British Indian - ethnic category 2001 census	68
Irish - ethnic category 2001 census	19
Italian - ethnic category 2001 census	3
Malaysian - ethnic category 2001 census	1
Mixed Asian - ethnic category 2001 census	1
Mixed Black - ethnic category 2001 census	1
Moroccan - ethnic category 2001 census	1
N African Arab/Iranian (NMO)	1
New Zealand Maori	1
Oth White European/European unsp/Mixed European 2001 census	5
Other - ethnic category 2001 census	93

Other Asian (NMO)	2
Other Asian background - ethnic category 2001 census	38
Other Asian ethnic group	31
Other Asian or Asian unspecified ethnic category 2001 census	4
Other Black background - ethnic category 2001 census	12
Other black ethnic group	2
Other Black or Black unspecified ethnic category 2001 census	3
Other ethnic group	47
Other ethnic NEC (NMO)	2
Other ethnic non-mixed (NMO)	2
Other ethnic, Asian/White orig	15
Other ethnic, mixed origin	5
Other ethnic, other mixed orig	13
Other Mixed background - ethnic category 2001 census	33
Other Mixed or Mixed unspecified ethnic category 2001 census	2
Other mixed White - ethnic category 2001 census	19
Other White background - ethnic category 2001 census	563
Other white British ethnic group	2
Other white ethnic group	472
Other White or White unspecified ethnic category 2001 census	25
Pakistani	38
Pakistani or British Pakistani - ethnic category 2001 census	29
Polish - ethnic category 2001 census	5
White	33
White and Asian - ethnic category 2001 census	4
White and Black African - ethnic category 2001 census	26
White and Black Caribbean - ethnic category 2001 census	24
White British	1449
White British - ethnic category 2001 census	1192
White Irish	71
White Irish - ethnic category 2001 census	92
White Scottish	1

5577.00

Report Name: Ethnicity Breakdown Population

Parent Population: Currently registered regular patients

Last Run: 10-Mar-2015 15:45

Relative Date: 10-Mar-2015 15:42

Patient Count: 17382

Males: 8106

Females: 9276

Ethnic Origin	
Unknown	2289
African - ethnic category 2001 census	55
Any other group - ethnic category 2001 census	8
Baltic Estonian/Latvian/Lithuanian - ethn categ 2001 census	2
Bangladeshi	40
Bangladeshi or British Bangladeshi - ethn categ 2001 census	9
Black - other African country	1
Black - other, mixed	28
Black African	213
Black African and White	6
Black and Asian - ethnic category 2001 census	1
Black and White - ethnic category 2001 census	1
Black Black - other	1
Black British	12
Black British - ethnic category 2001 census	6
Black Caribbean	316
Black Caribbean and White	19
Black, other, non-mixed origin	39
British Asian - ethnic category 2001 census	1
British or mixed British - ethnic category 2001 census	624
Caribbean - ethnic category 2001 census	67
Chinese	59
Chinese - ethnic category 2001 census	76
Chinese and White - ethnic category 2001 census	1
Commonwealth (Russian) Indep States - ethn categ 2001 census	1
Croatian - ethnic category 2001 census	1
Cypriot (part not stated) - ethnic category 2001 census	1
English - ethnic category 2001 census	26
Ethnic category - 2001 census	16
Ethnic category not stated - 2001 census	46
Ethnic group not given - patient refused	72
Ethnic group not recorded	37
Ethnic groups (census)	2
Ethnic groups (census) NOS	13
Ethnicity and other related nationality data	48
Filipino - ethnic category 2001 census	3
Greek - ethnic category 2001 census	2
Greek (NMO)	1
Indian	215
Indian or British Indian - ethnic category 2001 census	157
Irish - ethnic category 2001 census	55

Italian - ethnic category 2001 census	7
Malaysian - ethnic category 2001 census	1
Mixed Asian - ethnic category 2001 census	13
Mixed Black - ethnic category 2001 census	5
Mixed Irish and other White - ethnic category 2001 census	1
Moroccan - ethnic category 2001 census	1
N African Arab/Iranian (NMO)	1
New Zealand Maori	1
Northern Irish - ethnic category 2001 census	1
Oth White European/European unsp/Mixed European 2001 census	11
Other - ethnic category 2001 census	194
Other Asian	1
Other Asian (NMO)	16
Other Asian background - ethnic category 2001 census	94
Other Asian ethnic group	83
Other Asian or Asian unspecified ethnic category 2001 census	8
Other Black - Black/White orig	3
Other Black background - ethnic category 2001 census	38
Other black ethnic group	13
Other Black or Black unspecified ethnic category 2001 census	16
Other ethnic group	104
Other ethnic NEC (NMO)	3
Other ethnic non-mixed (NMO)	13
Other ethnic, Asian/White orig	102
Other ethnic, Black/White orig	1
Other ethnic, mixed origin	36
Other ethnic, mixed white orig	6
Other ethnic, other mixed orig	54
Other European (NMO)	2
Other Mixed background - ethnic category 2001 census	95
Other Mixed or Mixed unspecified ethnic category 2001 census	11
Other mixed White - ethnic category 2001 census	57
Other White background - ethnic category 2001 census	1187
Other white British ethnic group	9
Other white ethnic group	1361
Other White or White unspecified ethnic category 2001 census	49
Pakistani	143
Pakistani or British Pakistani - ethnic category 2001 census	84
Polish - ethnic category 2001 census	9
RACE: Oriental	1
Somali - ethnic category 2001 census	1
Traveller - ethnic category 2001 census	1
Vietnamese	1
Welsh - ethnic category 2001 census	1
White	98
White and Asian - ethnic category 2001 census	29
White and Black African - ethnic category 2001 census	52
White and Black Caribbean - ethnic category 2001 census	54
White British	5049
White British - ethnic category 2001 census	3198
White Irish	251
White Irish - ethnic category 2001 census	240

