

Annex D: Standard Reporting Template

London Region Area Team
 2016/2017 Patient Participation Enhanced Service – Reporting Template

Practice Name: The Rowans Surgery

Practice Code: H85035

Signed on behalf of practice: D. Defontaine

Date: 31st March 2017

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

Does the Practice have a PPG? Yes								
Method of engagement with PPG: Email and bi-monthly meetings								
Number of members of PPG: 10 active members								
Detail the ethnic background of your practice population and PRG:								
	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	177	12	1	2092	128	73	319	253
PRG	7	1						

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	482	485	76	45	319	243	20	176	16	2887
PRG		1					1			

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 promote our PPG in the practice on notice boards, on our repeat prescriptions, the online access portal and on our practice website. The literature can be translated to a variety of languages and enlarged font. The meetings are scheduled at varying times throughout the year to allow patients to attend at least once annually. We send the minutes of the meeting via email if possible, if not they are posted to the individual members. We then publish the approved minutes on our practice website and notice board.

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?

We cover two care homes; unfortunately these patients are unable to attend our meetings so supply the staff with minutes of our meetings and our practice email address for relatives of patients.

2. Review of patient feedback

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

We review the results of the Friends and Family test, the quarterly patient survey and our NHS choices feedback with the group.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Call pick up times

What actions were taken to address the priority?

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
Timeliness of call pick up	Increase amount of staff answering the phones	The Rowans Management Team	March 2017
	PPG members to monitor improvements	PPG members	Ongoing

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

Full time receptionist appointed and started with the practice 2nd March 2017. Our PPG were told at the practice meeting on 22nd February and it was included in the published minutes at the end of March 2017.

Priority area 2

Description of priority area: Continuity of care

What actions were taken to address the priority?

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
Secure regular GPs- salaried and locums	Liaise with Hurley rota team to explore options	Management team	March 2017

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

Dr Sandrasearam has agreed to work on 4 sessions per week on Tuesday and Wednesday. He has received very positive feedback from patients and practice staff. Our PPG were told at the practice meeting on 22nd February and it was included in the published minutes at the end of March 2017.

Priority area 3

Description of priority area: Repeat Prescription

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Administration	Review training with Reception Administrators. Send requests via electronic link to cut down the risk of loose paper getting lost.	Reception Supervisor	February 2017
Clinical	Assign regular locum GPs smart card access to enable EPS.	Practice Manager	February 2017

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

- Reduction in verbal complaints about missed items on prescriptions.
- Our PPG were told at the practice meeting on 22nd February and it was included in the published minutes at the end of March 2017

Progress on previous years

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

Priority Area	What action has been taken?	Who is responsible for this?	What action still needs to be taken?	Deadline
The Duty Doctor	Since the Hurley Group took over our contract we have revised the Duty Doctor system for the afternoon. The previous system used to put a huge strain on our telephone system and reception staff at 2.30pm every day. Now the slots can be booked at any time of day and they are allocated time slots equal to the morning session.	The management team	On-going monitoring of the appointments being booked to make sure they are used appropriately.	March 2018

