London Region South London Area Team

Complete and return to: [nhscb.lon-sth-pcc@nhs.net](mailto:nhscb.lon-sth-pcc@nhs.net) by no later than 31 March 2015

Practice Name: Queens Road Partnership

Practice Code: G85015

Signed on behalf of practice: S A Brown Date: 30 March 2015

Signed on behalf of PPG: Date: 30 March 2015

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

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| Does the Practice have a PPG? YES | |
| Method(s) of engagement with PPG: Face to face, Email, Other (please specify) We are satisfied that we have made every effort to engage patients and recruit to the PPG. We have used the following methods:   * PPG notice board in reception * Through connections with the NXGT (New cross Gate Trust) * Direct invitation by GP’S/nurses * Direct invitation by reception staff when a new patient registers * Notices in the local pharmacies * In writing to those patients who have expressed an interest at reception * Via the practice website * Email communications to those patients with email addresses * Annual face to face drop in coffee morning | |
| Number of members of PPG 22 (twenty two) | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 5232 | 5212 | | PRG | 2 | 20 | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1906 | 1050 | 2042 | 1749 | 1597 | 1062 | 598 | 372 | | PRG | 0 | 0 | 2 | 3 | 5 | 3 | 6 | 3 | |
| 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 | 5416 | 176 | 0 | 337 | 121 | 57 | 26 | 194 | | PRG | 11 | 1 | 0 | 1 | 1 | 0 | 0 | 0 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 129 | 62 | 56 | 404 | 16 | 2268 | 493 | 68 | 35 | 863 | | PRG | 1 | 0 | 0 | 0 | 0 | 3 | 4 | 0 | 0 | 0 | | |
| 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: | |
| 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: | |

1. Review of patient feedback

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| Outline the sources of feedback that were reviewed during the year:   * Questionnaires (paper/email) * Suggestion box in reception * Complaints (written, verbal & email) * Coffee morning * Friends and Family comments |
| How frequently were these reviewed with the PRG? Annually |

1. Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:  Access.   * Online appointments not working/available for patients to book. |
| What actions were taken to address the priority?   * EMIS Access was reviewed and the assistant practice manager spent time helping individual patients to set up their account and resolving problems. * Pilot of iPatient system |
| Result of actions and impact on patients and carers (including how publicised):   * More patients able to access online services * Choice of access online |

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| Priority area 2 |
| Description of priority area: Premises issues – cleanliness, clutter |
| What actions were taken to address the priority?   * New Cleaning contractors employed with better feedback and penalties for inadequate cleaning * Programme of de-cluttering consulting rooms |
| Result of actions and impact on patients and carers (including how publicised):   * Cleaner premises * Tidier , safer consulting rooms |

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| Priority area 3 |
| Description of priority area: Expanding services |
| What actions were taken to address the priority?   * Active Gateway Service has a stall in the practice every Tuesday morning * Minor illness service extended to afternoons |
| Result of actions and impact on patients and carers (including how publicised):   * Opportunity for signposting patients with low levels of activity to existing services and providers in Lewisham * Nurse led minor illness clinics now running in the afternoon as well as the morning. |

Progress on previous years

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

YES

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

* Year 2012-13 Telephone triage system now established and working well. Doctors using mobile phones to call pts so improved telephone access for patients.
* Damp walls all repaired and re-decorated.
* Using NHS SMS texting for patient reminders and queries. ? need to look at replacement service.
* 2013-14
* We have refined the balance of pre- book and telephone triage slots to improve access.
* Premises. We have not been able to secure a move to temporary buildings on the Besson Street site. Negotiations with Lewisham council And NXGT are progressing and we hope to have a permanent building on the site by 2018
* Continuity of care. Named doctor for > 75’s . Triage system allows patients to be booked in with doctor of choice for chronic conditions& non urgent problems

1. PPG Sign Off

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| Report signed off by PPG:  YES  Date of sign off: 11 March 2015 |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population? yes  Has the practice received patient and carer feedback from a variety of sources? Yes  Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes  How has the service offered to patients and carers improved as a result of the implementation of the action plan? yes  Do you have any other comments about the PPG or practice in relation to this area of work? no |

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