

# Annex D: Standard Reporting Template

## HAMPTON MEDICAL CENTRE – (F86712) Waltham Forest CCG 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Hampton Medical Centre, (Dr A Sudderuddin & Dr S Patel), 1 Pretoria Road, Leytonstone, London, E11 4BB

Practice Code: F86712

Signed on behalf of practice: Anisha Amin

Date: 23.03.2015

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

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face																																					
Number of members of PPG: 26																																					
Detail the gender mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>50%</td> <td>50%</td> </tr> <tr> <td>PRG</td> <td>27.32%</td> <td>22%</td> </tr> </tbody> </table>	%	Male	Female	Practice	50%	50%	PRG	27.32%	22%	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>5.25</td> <td>11.96</td> <td>25.62</td> <td>17.35</td> <td>12.61</td> <td>6.27</td> <td>7.38</td> <td>0.64</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>6.66</td> <td>16.66</td> <td>3.33</td> <td>23.33</td> <td>13.33</td> <td>23.33</td> <td>0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	5.25	11.96	25.62	17.35	12.61	6.27	7.38	0.64	PRG	0	6.66	16.66	3.33	23.33	13.33	23.33	0
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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	17.75	1.59	0		0.66	0.76	0.24	4.45
PRG	13.33	3.33			3.33	3.33	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	11.12	18.30	9.32	0.69		5.25	5.11			
PRG	36.66	10.0	10.0	10		3.33	3.33			

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:

The recruitment started for the Patient Reference Group/Patient Participation Group in the year 2011. We advertised this by the following highlighted methods below. We had fair response but not from a younger age group of patients and commuting patients. We waited for another year promoting the Patient Participation Group on the website in 2012. Following attempts continued to advertise so that people of all ages could be involved. There were hardly any new recruits in 2013-14 apart from two changes where one male member left the group and a female member joined the group in similar age group. Our efforts continued for new recruits in 2014-15. We recruited 6 new members. One member sadly passed away from the group in the middle of the year. We continued to meet quarterly in 2014-15 and ideas were discussed to engage more members. We do feel that the group is well represented.

**The Patient Participation Group was formed by:**

- **Displaying notice in the waiting area**
- **On patient messaging board (Jayex)**
- **Practice Leaflet**
- **Practice Website**

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

2. Review of patient feedback

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

FFT  
Health Watch

How frequently were these reviewed with the PRG?

Once a year as FFT was introduced in Jan 2015 and Health Watch survey was carried out by Health Watch representatives and the report discussed in the PPG Meeting in February 2015.

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

Electronic Prescribing Service was the area identified to implement in the surgery. Practice Manager to look into this and feedback to the group about how this can be achieved

##### What actions were taken to address the priority?

Practice Manager got in the touch with the IT department and a staff member visited surgery to discuss the implementation. IT department, Smart Card Services and Clinical system suppliers were all contacted and co-ordinated the implementation successfully in October 2014 without any hiccups. Patients as well as the Pharmacists are very happy with the implementation and the staff had no problems getting to grips with this service.

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

Implemented EPS successfully. Patients and carers were very happy and this was publicised on the notice board in the patients waiting area as well as leaflet and face to face.

## Priority area 2

Description of priority area:

Online Repeat Prescription Requests

What actions were taken to address the priority?

This service was just introduced in March 2014. We carried forward this priority for this year to make it more robust and enhance our services. The service was advertised in the Reception waiting area and on Jayex Board as well as Practice Leaflet

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

The Service is up and running now efficiently and all patients have been very happy with this service and we are still promoting this to patients to use this service for their convenience.

### Priority area 3

Description of priority area:

Online Appointment Requests

What actions were taken to address the priority?

This service was just introduced in March 2014. We carried forward this priority for this year to make it more robust and enhance our services. The service was advertised in the Reception waiting area and on Jayex Board as well as Practice Leaflet

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

The Service is up and running now efficiently and all patients have been very happy with this service and we are still promoting this to patients to use this service for their convenience.

## 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):

The Patient Participation Group at Hampton Medical Centre is up and running well and every year when the priorities were set, Practice has made every effort to implement these services successfully and hence the survey also reflects the changes made in the practice. The patients have been very happy overall with the changes and we endeavour to deliver on the priorities set over the two years to the best of our abilities.

There have been few setbacks like the flooding we had in the surgery last year, when services were disrupted but with the help and co-operation of our patients we were up and running within 24 hours after the flooding. Patients have been very helpful and understanding adjusting to the inconvenience during the refurbishment following this incident for which the Practice staff and the Doctors extend their gratitude to all our patient population.



4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: **23 March 2015**

How has the practice engaged with the PPG: **Via regular meetings during the year.**

How has the practice made efforts to engage with seldom heard groups in the practice population? **YES – through normal channels of advertising as mentioned earlier.**

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?

**Patients have been giving good feedback via FFT (Friends and Family Test – Pilot) which our surgery is the pilot site. Kiosk is located in the reception for ease of feedback. February reports were very positive out of 50 questionnaires, 69.84% of patients are very likely to recommend our surgery to their friends or family and 22.64% would not recommend our Surgery to their friends and family. Their overall comments are as follows:**

Question / Questionnaire Comment	Comments
<b>1.How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?</b>	<b>I got no complaints the doctors and receptionist are very friendly and helpful</b>
<b>1.How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?</b>	<b>Able to book emergency appt at short notice when children are poorly. Great reception staff.</b>

1.How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?	Always been satisfied	
1.How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?	Have had good experience in the past receptionist really good	
1.How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?	Recent experiences have been better than in previous years like getting appointments and communication by phone. I have only put fair for involvement in decisions as fortunately we have never needed help with anything serious.	
1.How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?	They never send people for serious tests e.g. at the hospital.	
1.How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?	GP's don't want to offer expensive treatment even if the patient requires it. It seems that they try to put it off for as long as they can using other irrelevant medication	
1.How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?	If I am a little late you will still give me a space	
1.How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?	the doctors are good but usable I have to wait 1-2 hours until I can get checked.I think it would be a good idea to get a few more doctors online	

1.How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?	I waited for my appointment 1 hour 20 mins in here. Not happy to wait that long for already planned appointment.
1.How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?	Very friendly
1.How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?	I was well informed about everything and felt comfortable with the doctor.

Long waits for patients for appointments and at waiting areas as one of the GP Partner being on Maternity Leave However, Practice will try their level best to improve on above points and give feedback in the next meeting as to how this data has changed on FFT during the next quarter.

Majority were very happy with the Emergency appointments as they were seen on the day in spite of long waits.

Practice has also signed up for the Carer's Pilot and has met with Waltham Forest Carers Association to improve the services and identifying carers at the practice and to point them in the right direction for the support that they need to cope on a daily basis. We have a carer's lead at the Practice : Fehmida Ismailjee, who is doing a fantastic job and the Representative from the Carers Association was very impressed with the measures, protocols and policies already in place at the Practice.

Do you have any other comments about the PPG or practice in relation to this area of work?

Next Year's Priority:

- Migrate to another clinical system: Practice has now decided to migrate to another clinical system, hopefully, in May 2015 to enable us to liaise with secondary care services with efficiency and thus improve our services further for the patients.

As this is a big priority to take on board – we will discuss further priorities, when the group meets in the middle of year

which can be identified and implemented during the course of the year.