

**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](mailto:nhs.cb.lon-sth-pcc@nhs.net) by no later than 31 March 2015

Practice Name: Oakfield Surgery

Practice Code: G84625

Signed on behalf of practice:



Date: 27/3/15

Signed on behalf of PPG:



Date: 27/3/15

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 and by email																																					
Number of members of PPG: 21																																					
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: 15%;">%</th> <th style="width: 35%;">Male</th> <th style="width: 35%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1777</td> <td>1625</td> </tr> <tr> <td>PRG</td> <td>9</td> <td>12</td> </tr> </tbody> </table>	%	Male	Female	Practice	1777	1625	PRG	9	12	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%;"><u>&lt;16</u></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>739</td> <td>302</td> <td>632</td> <td>695</td> <td>563</td> <td>209</td> <td>113</td> <td>109</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>3</td> <td>0</td> <td>2</td> <td>8</td> <td>2</td> <td>3</td> <td>3</td> </tr> </tbody> </table>	%	<u>&lt;16</u>	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	739	302	632	695	563	209	113	109	PRG	0	3	0	2	8	2	3	3
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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	563	29	0	474	31	30	6	15
PRG	7	0	0	6	0	2	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	77	54	108	21	67	492	294	53	7	3
PRG	1	0	0	0	1	1	2	0	0	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:

The profile of the Oakfield Surgery's patient participation group is neither reflective nor representative of its practice population. The practice has found that the current membership reflects the types of patients who have a certain level of confidence, free time and have the flexibility to attend the meetings.

In trying to recruit members for the PPG the practice found the biggest interest came from the female patients between the ages of 50 to 69 years and they were mainly female patients who seemed to have more time and courage to get involved in the practice life.

The practice has considered evening meetings to attract patients who are working, are in full time education or have children of school age. Unfortunately, such patients have not come forward or were able to offer their time.

**The following steps were undertaken with an aim of increasing the membership to the group and making it more diverse:**

- Posters were put at all the prominent places to persuade the patients to join the group.

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- New patients were also invited to join when they were registering with the practice.
- PPG registration forms were distributed to existing and newly registered patients.
- “**Help us serve to you better**” campaign was launched using poster and registration forms that encouraged patients who were waiting on appointments to join.
- The registration forms were available at the reception for all the patients to join.
- The reception team were tasked with promoting the group to patients.

Our reception staff and team of clinicians have actively encouraged patients to join the PPG

**For further details please see the Patient Reference Group's- PRG-Profile 2014-15 as attached which is also available on the practice website at <http://www.oakfield-surgery.co.uk/pages/Patient-Participation-Report>**



PRG  
Profile-2014-15.pdf

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

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

Practice in-house survey  
The GP patient survey  
Friends and Family Test  
Patient feedback and comments  
Review of complaints and suggestions  
Local voluntary group  
Engagement with the PPG  
Practice dashboard  
CCG recommendations and advice

How frequently were these reviewed with the PRG?

The practice officially meets with its PPG at least twice a year or as frequently as needed. The practice has met with its PPG to discuss the current practice patients' survey report 2014/15. This year Friends and Family Test questionnaire was added to the patient survey. Results of the survey reviewed and discussed with the PPG in comparison with last year's results as well as the action plan. Based on the analysis from various feedbacks three new priority areas were set for 2015/16.

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Provide patients online access to some of their medical records including Allergies and Medications. This is in addition to the already available provision of online appointments and prescriptions requests.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Extension of online access for patients was enabled in the clinical system to give access to those who would like to use this service. The practice is to continue raising awareness amongst the patients giving access to those requesting online access.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Will enable patients to view their medical records online including allergies and medications only. This service will facilitate patients in managing their own health. The full range of online services now offered includes:</p> <p>Online appointments Online repeat prescription requests Online access to medical records including Allergies and Medications only.</p> <p>Raising awareness opportunistically during consultations and at reception as well as with posters displayed in the waiting area.</p>

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Priority area 2
<p>Description of priority area:</p> <p>Have a distinct Practice Notice Board in the waiting area.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>The practice is due to move to a new purpose built building in the near future and the plans are to have a digital notice board. However the practice has decided to replace the existing notice board with a more prominent one which has been purchased. This is due to be installed by 31<sup>st</sup> March 2015 in the current waiting area so that important information and updates can all be in one place.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients will be able to see important notices, updates and information in one place. This will assist in imparting information and facilitate communication. Would also assist in publicising.</p>

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### Priority area 3

Description of priority area:

Provision for patients to communicate with the practice via email.

What actions were taken to address the priority?

The practice is providing email facility for patients at the care/nursing home. The practice does not have a policy to communicate with all its patients in general via email. However this is something that the practice can review and consider for future.

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

Convenience for nursing home patients

Reduced hospital admission

Improved clinical care and outcome for the frail and elderly residential /nursing home residents.

Policy has been agreed between the practice and the residential home.

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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):

Following is the completed action plan from the previous year:

	<b>Recommendation And Suggestions</b>	<b>Action required</b>	<b>Practice Lead</b>	<b>Time frame for changes</b>
1	Making appointments online	Decide and allocate available number of appointments online per day. Activate the Online booking system	Partners/ Practice Manager	Completed
2	Ordering prescriptions online	To review and activate the online prescription module	Practice Manager	Completed
3	Electronic Prescription Service (EPS)	To review and make the service available	Practice Manager	Completed



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### 4. PPG Sign Off

Report signed off by PPG:

Yes

Date of sign off: 27.03.2015

How has the practice engaged with the PPG:

As explained in detail above. Face to face, meetings, emails, feedbacks, surveys.

How has the practice made efforts to engage with seldom heard groups in the practice population?

N/A

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?

Improved self-care

Optimising patient treatment

Prevent hospital admissions

Convenience for nursing home patients

Reduced hospital admission

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Improved clinical care and outcome for the frail and elderly residential /nursing home residents  
Facilitate communication and publicising.

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

The practice is committed towards on-going engagement with the PPG .

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