

North Laine Medical Centre

Standard Reporting Template – Patient Participation DES 2014/15

Surrey & Sussex Area Team

Practice Name North Laine Medical Centre

Practice Code G81103

Signed on behalf of practice Mike Stemp

Date 25.3.2015

Signed on behalf of PPG Agreed

Date 25.3.2015

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

Does the Practice have a PPG? YES / NO	yes
Method of engagement with PPG: Face to face, Email, Other (please specify)	Face to face and email
Number of members of PPG:	3 PPG + 40 Patient reference group

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			Practice	559	314	889	79+5	661	323	232	17 5
PPG			PPG	0	0	25	30	20	18	7	0

Detail the ethnic background of your practice population and PPG:

%	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish Traveller	Other white	White Black & Caribbean	White & black African	White & Asian	Other mixed
Practice	68	1.5	0	17	1	4	2	4.5
PPG	75	0	0	9	5	1	5	5

Asian/ Asian British	Black / African / Caribbean	Other
----------------------	-----------------------------	-------

						/ Black British				
%	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice										
PPG										

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 practice established our web site in early 2010. Typically we experience 700+ hits per month. 30-40% of our repeat prescription requests come via our SystmOne Online. We continue to find it difficult to recruit members. We have placed an invitation for patients to join our patient group on our practice website and also advertise for new member on our waiting room TV screen. We aim to bring the PPG back to 6 members and this year we have agreed with the PPG to invite patients personally to join our group when they come to see the doctor.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community? YES/NO

Yes The practice is located in the heart of the North Laine in the Brighton City Centre. We are a three doctor partnership and provide the full range of services to NHS patients. The practice was established at the beginning of the NHS and has some patients who have been registered with the practice for 60 years. Our current list size has been slightly increasing with more patient moving into Brighton. We have also have taken a number of new patients following the closure of Eaton Place and now have 4120 patients.

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

We have personally approached some patients who are now members of the PPG/PRG

2. Review of patient feedback

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

The practice use survey monkey and our survey is based on previous year's surveys that had been prepared by the Practice Manager working with the Guidance of the patient group. Only questions relevant to the practice and reflecting the issues identified both by the PPG and our Questionnaire are used in the survey. This year we have introduced the Family and Friends test. This is run in house and we have many written responses from patients therefore the practice manager agreed with the patients group to include comments received in-house on the Family and friends test in our review

How frequently were these reviewed with the PRG?

Once annually

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

1. Patients do not fully understand the appointment system. The difference between getting an appointment for an urgent appointment, same day appointments and routine appointment
Use of TV check in screen. The screen is either not noticed or ignored by patients. Yet it helps the practice and informs patients about the waiting times until their appointment.

What actions were taken to address the priority:

1 We agreed that Bernd Sass and Mike Stemp would get together to draw up hand out/ flow chart to explain how to get appointment. This would then be available in the waiting room, TV slide show and website
Discuss with reception staff how to increase usage.

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

Planned implementation June 2015

Priority area 2

Description of priority area:

Appointments & Waiting Times

1. 25% of patients are registered for online access. The system provides access to repeat prescriptions appointments and summary care record.
2. Appointments are increasingly being booked via the website however it is agreed that access to individual summary care records needs to be explained.
Patients do not understand why they must come in personal to register for SystmOnline

What actions were taken to address the priority:

On Line Access

Actions agreed with PPG are:

1. A message needs to be put on website explaining how to gain access to individual summary care records. Also a poster is now available to place in the waiting room.
2. Patients wishing to access the full records need to request access via their GP A hand out is being prepared.
- 3 SystmOnline provide direct access to individual patient's medical records therefore the ID of every patient must be personally verified at the practice.

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

On line access has been encourage for more than a year. 255 of all patients now have on line access and 30+5 of repeat prescriptions are order online

Priority area 3

Description of priority area:

Development of PPG

- 1 We need more members to bring the group back to 6 members
- The PPG wishes to participate with other PPG's across our cluster

What actions were taken to address the priority:

- 1 Membership will be encouraged during individual GP consultations
- 2 The practice is part of Cluster 1, which is a group of city centre practices currently working together on the proactice care initiative. Our cluster is comprised of eight practices serving a total of 60,000 patients the Cluster practices are; North Laine Medical Centre, Oxford Street Surgery, Albion Street Surgery Ardingly Court Surgery, Park Crescent Surgery, Morley Street with Boots and Lewis Road Surgery.

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

On-going from April 2015

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)

Free text

In the previous year the practice participated in a Dementia Friendly initiative. This was successfully implemented and made a significant contribution to the practice.

4. PPG Sign Off

Report signed off by PPG: YES / NO	Yes Full report on practice website
Date of sign off:	signed on by PPG on 20 th march 2015
How has the practice engaged with the PPG:	yes
How has the practice made efforts to engage with seldom heard groups in the practice population?	We have placed an invitation for patients to join our patient group on our practice website and also advertise for new member on our waiting room TV screen.
Has the practice received patient and carer feedback from a variety of sources?	yes
Was the PPG involved in the agreement of priority area and the resulting action plan?	Yes see full report
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?	The practice actively involved in the PPG and hope that the initiative to work with PPG's across our cluster comes to fruition during the next year