

**Patient Participation 2015/16**

Practice Name: **Woodgrange Medical Practice**

Practice Code: **F84724**



Signed on behalf of Practice: Dr Y I Patel  
(Partner)

Date: 29.03.2016



Signed on behalf of PPG: Mrs Caroline Brown  
(PPG Secretary)

Date: 29.03.2016

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

Does the Practice have a PPG? <b>YES</b>
Method(s) of engagement with PPG: Face to face, Email, Other (please specify) We have been engaging with our PPG in a number of ways usually meetings, Face to Face at reception, telephone calls and via email
Number of members of PPG: <b>9</b>

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	55%	45%
PPG	44%	56%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	23	11	29	18	10	5	3	1
PPG			11	11	22	33	11	11

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	985	7	97	968	81	43	32	179
PPG	3	0	0	1	0	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	1663	1659	2450	89	476	1533	340	621	18	759
PPG	1	0	0	0	2	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:**

From having 25 members in 2011 we are now down to 9 of which 4 have been with us from the beginning. Unfortunately attendance varies each time.

We encourage patients from all of Practice population representation to join our PPG. This is done by promotion through our:

1. Practice website

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2. Waiting area – Patient Information television screen and Jayex board and posters on Notice boards in all three waiting areas
3. Face to face with our reception staff and clinicians within their consultations
4. Members of PPG talking to patients encouraging them to join

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:

1. Patients' complaints
2. Patients' suggestion slips
3. Verbal feedback to Practice staff
4. NHS choices
5. Friends and Family Test (FFT)
6. Google reviews

How frequently were these reviewed with the PPG?

1. Ad hoc during quarterly meetings

### 3. Action plan priority areas and implementation

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### Priority area 1

#### **Description of priority area:**

The Lift was out of order from time to time and on several occasions have had patients trapped within it. This was because the lift goes to three levels and although we would put up an 'out of order' poster up on all floors someone would enter into a lift from another level. It was discussed at a PPG meeting if we should put up Tensa Barriers for our lift on all levels and agreed that this was a good idea.

We also added another Tensa barrier on our Fire Exit door on second floor, which led to a stairway to the side door entrance which is only used as a Fire escape route.

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

Following on from our last year's Toilet out of Order sign which proved to be a huge success in preventing unnecessary mishandling of the situation, it was decided that we would do the same for our lifts and Fire Exit on second floor.

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

To ensure patient safety a TENSA barrier was purchased and installed on all three levels, which has now solved the problem of patients using the lift when it is out of order. Staff would pull the barrier across in the event of the lift breakdown. It also prevented patients wandering in the building out of the Fire Exit door.

It was good to see that some patients made positive comments to either a clinician or reception staff that it was a good idea to put up the Tensa barrier as it was a good visual effect and immediately stopped a person to proceed further in to the lift. It was an instant aid to prevent unnecessary problems for patients and staff and safety precautions.

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### Priority area 2

#### **Description of priority area:**

One of our PPG members mentioned that there were a lot of medicines going to waste, even from her experience when elderly parent seem to be getting medications even if they do not require it simply because it was on their repeat request slip. She asked if we were any better at keeping waste of medications in control.

We invited our local pharmacists to our PPG meeting to discuss this and together we came up with plans to reduce wastage and bring awareness to the wider patients.

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

1. Look at our Electronic prescribing – work and liaise with our local pharmacists to ensure that we are not issuing drugs to patients who are abroad and do not require the medication
2. It was also agreed that there could be a trial amendment of the scripts to include a message to patients about asking if they really need the meds
3. Pharmacists would also keep an eye on over requests of medications and to liaise with the Practice if there were any concerns.

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

1. To publicise this on the Practice website
2. A presentation on the reception TV screen regarding this issue
3. Posters in the waiting room
4. Updated our B side of our Prescription requests with a message regarding medicines waste.
5. Message on our repeat prescription box.

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### Priority area 3

#### **Description of priority area:**

Patients were saying that sometimes they found it difficult to speak to a receptionist at the reception desk as the patient's queueing system was not 'managed' well. Patients were huddling up too close to the desk leaving no privacy. This was also breaching confidentiality for patients and reception and hence, despite us trying to manage the queues as effectively as possible it was not a permanent solution.

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

This was discussed at our meeting with our PPG who all agreed that this was a huge issue. We all agreed that unfortunately there was nothing that we could do to change the layout of our reception area because of the space. During one of our meetings we went down to the reception area to see how best to implement a solution to the problem.

We talked about making use of the extra windows further along the corridor, which were mainly used for queries but again these were not used as effectively as we hoped.

One of the PPG member mentioned a post like those in banks which says 'queue here', we looked at where we would put this post and how and in which direction the queue would form. After some role play and discussion it was agreed that a post would be a good solution.

We purchased a post and sign and attached it to the side of the wall which separated the front door entrance and main waiting area.

We also put up a poster stating if a patient wanted to speak to a Receptionist in confidence then to please speak to a receptionist who would take the patient to our designated private area.

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

We saw the result instantly. Patients took notice of the post and waited there to be called to the reception window. On talking to the patients regarding this small change the patients were pleased that they were able to speak to reception without the feeling of being 'crowded'.

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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):**

<p>2011/12 – Patient Survey on better Communication</p>	<p><b>Outcome from the Patient survey was:</b></p> <ol style="list-style-type: none"> <li>1. Encourage better use of the Practice Website</li> <li>2. TV screen in Waiting Area</li> <li>3. Re-introduce Practice Newsletter</li> <li>4. Suggestion Box</li> </ol>	<p><b>Practice implementation of the Patient Outcomes:</b></p> <ol style="list-style-type: none"> <li>1. Refreshing our website was discussed with our provider and initiated a refresh. This resulted in our new Practice website in 2013/14 <i>Still on-going – looking at ways of promoting PPG and continue to keeping news and information updated</i></li> <li>2. TV in Main waiting area with health messages in 2012 <i>Still on-going – continuing to update messages screened</i></li> <li>3. Re-introduced quarterly Newsletter in 2012 - <i>Keeping this going</i></li> <li>4. Suggestion Box was made available in Waiting area</li> </ol>
<p>2012/13 – Patient Survey on Patients taking charge of their health and well being</p>	<p><b>Outcome from the Patient survey was:</b></p> <ol style="list-style-type: none"> <li>1. Separate area for BP and weight monitoring</li> <li>2. BP, and weight scales</li> </ol>	<p><b>Practice implementation of the Patient Outcomes:</b></p> <ol style="list-style-type: none"> <li>1. Triage Room was put in place</li> <li>2. BP and Height and Weight equipment installed</li> <li>3. Health and Well-being leaflets rack installed</li> </ol> <p><i>Still on-going and continuing to develop this area and encouraging patients to make use of this service</i></p>

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<p>2013/14 –patient Survey on Text messaging service</p>	<p><b>Outcome from the Patient survey was:</b></p> <ol style="list-style-type: none"> <li>1. Patients found this service very useful</li> <li>2. Wanted to continue with this service</li> <li>3. Those with no mobile – other means of contact i.e email</li> </ol>	<p><b>Practice implementation of the Patient Outcomes:</b></p> <ol style="list-style-type: none"> <li>1. Continued to buy in service to provide this for the patients</li> <li>2. To update patients contact details with their Email address with consent</li> </ol> <p><i>This is on-going, improved our patients contact details slip to incorporate their Email address with patient consent</i></p>
<p>2014/15 – Patient Survey on Healthy Living, to find out how much our Patients knew about and used Lifestyle services in Newham. Also incorporated National Health Checks for over 40</p>	<p><b>Outcome from the Patient survey was:</b></p> <ol style="list-style-type: none"> <li>1. Patients were not fully aware of all the services in and around Newham e.g. Leisure centres</li> <li>2. Of those who had a National Health Check, 97% found this useful</li> </ol>	<p><b>Practice implementation of the Patient Outcomes:</b></p> <p><b><i>This is on-going and these are areas we will be discussing with our PPG in the coming months.</i></b></p> <ol style="list-style-type: none"> <li>1. Discuss ways of bringing awareness and encourage people to make most of their borough and its facilities</li> <li>2. Encourage patients to be more active</li> <li>3. Encourage patients to make use of facilities within their surgery ie. Smoking cessation services</li> <li>4. Encourage over 40 years old to have a National Health Check done at the Practice</li> </ol>
<p>Patient toilet sometimes was out of order and despite posters on the door patients were still using it creating a bigger problem.</p>	<p><b>Outcome:</b> After discussion with the PPG it was decided that a permanent and safe solution was required</p>	<p><b>Practice implementation of the Patient Outcomes:</b> Prevented patients from using the toilet when out of order and the barrier brought this to their attention better than a poster did.</p>
<p>National Patient Survey demonstrated that Patient Access was an area of improvement.</p>	<p><b>Outcome:</b> Recruiting an additional sessional doctor allowed us to increase telephone triage appointments. We also recruited another receptionist to help during busy periods to take these calls.</p>	<p><b>Practice implementation of the Patient Outcomes:</b> We are able to offer majority of patients 48 hours access to a health professional. We publicised this via our website <a href="http://www.woodgrangemedicalpractice.co.uk">www.woodgrangemedicalpractice.co.uk</a> and produced a patient appointment leaflet</p>

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<p>Understand reasons for patient's frequent attendance and to reduce patient Did not attends (DNA)</p>	<p><b>Outcome:</b> This was discussed at our meeting with our PPG who again agreed that this was a huge issue.</p>	<p>Practice implementation of the Patient Outcomes: With the help of our PPG letters were devised to send to patients, this letter and subsequent meeting with the senior doctor led to the frequent attender having a better understanding of their problem and were happy with the plan that was in place for them.</p> <p>DNAs – we found that DNAs were being reduced when we sent the PPG DNA Supporting letter with the Practice letter.</p> <p>Posters on notice board, Practice Leaflet, Practice website and on-going along with revisiting putting up of quarterly DNA statistics in our Waiting areas.</p>
<p>Patient Survey 2015 was discussed with our PPG</p>	<p>It was good to see good results from that of previous years and. PPG agreed that patient experience was good and overall were satisfied.</p>	<p>Following on from last survey when Access was a problem, since we implemented the action points last year there has been a significant improvement on patient access and satisfaction.</p>

### 4. PPG Sign Off

<p>Report signed off by PPG:  YES  Date of sign off: 29.03.2016</p>
<p><b>How has the Practice engaged with the PPG:</b>  The Practice has engaged with the PPG by meetings and email consultations</p>

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

TV, GPs ask opportunistically  
Posters, website

### **Has the practice received patient and carer feedback from a variety of sources?**

The Practice receives Patient and care feedback via their suggestion box in reception.  
Friends and Family Test (FFT)  
Patients also call in and speak to the Manager or senior staff regarding any feedback.  
Clinicians continue to receive feedback from patients.  
Comments on NHS choices

### **Was the PPG involved in the agreement of priority areas and the resulting action plan?**

Yes, PPG was consulted in all areas of action plans, Particularly with implementing the Tensa barriers at the lifts and patient queuing post. The meeting with the Pharmacies and PPG was most interesting and informative. These areas will continue to be reviewed and audited.

### **How has the service offered to patients and carer improved as a result of the implementation of the action plan?**

The Tensa barriers and the queuing post have been successful and well received by the patients and staff alike.

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

The Practice endeavours to continually work alongside the PPG to make progress with providing an excellent healthcare service to all our Patients.

The PPG is an important asset to our Practice.

Complete and return to: [england.lon-ne-claims@nhs.net](mailto:england.lon-ne-claims@nhs.net) no later than 31 March 2016