

**Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template**

London Region North Central & East Area Team

Complete and return to: [england.lon-ne-claims@nhs.net](mailto:england.lon-ne-claims@nhs.net) no later than 31 March 2015

Practice Name: **Woodgrange Medical Practice**

Practice Code: **F84724**



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

Date: 23.03.2015



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

Date: 23.03.2015

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

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Number of members of PPG: **9**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	55%	45%
PRG	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
PRG			11	11	22	33	11	11

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	985	7	97	968	81	43	32	179
PRG	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
PRG	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.

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

1. Practice website – this has been newly refreshed to give it a new user friendly interface.

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2. Waiting area – Patient Information television screen and Jayex board and posters
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. Google reviews

How frequently were these reviewed with the PRG?

1. Patient complaints annual discussion
2. Other feedback ad hoc during quarterly meetings

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### 3. Action plan priority areas and implementation

Priority area 1
<p><b>Description of priority area:</b></p> <p>The Patient toilet frequently got blocked and prone to abuse. This result in occasionally toilet bring out of bounds whilst it gets repaired.</p> <p>Despite our <b>Out of Order</b> sign on the door, patients were still inadvertently used the toilet. This was potentially a risk to them and occasionally caused further damage and flooding.</p>
<p><b>What actions <u>were</u> taken to address the priority?</b></p> <p>After discussion with the PPG it was decided that permanent and safe solution was required</p>
<p><b>Result of actions and impact on patients and carers (including how publicised):</b></p> <p>A TENSA barrier was purchased and installed which has now solved the problem of patients using the toilet when it is out of order.</p>

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### Priority area 2

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

National Patient Survey demonstrated that Patient Access was an area of improvement. Discussion with the PPG led to ways of improving Patient access. It was decided with the PPG that we would increase telephone triage appointments, as this was a quick way of access to a health professional as an appointment with a doctor was not always required.

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

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.

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

We are able to offer majority of patients 48 hours access to a health professional. We publicised this via our website [www.woodgrangemedicalpractice.co.uk](http://www.woodgrangemedicalpractice.co.uk) and produced a patient appointment leaflet. Please see this leaflet below.

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### Need an appointment?

Woodgrange Medical Practice

Tel: 0208 221 3100

Fax: 0208 221 3129

[www.woodgrangemedicalpractice.co.uk](http://www.woodgrangemedicalpractice.co.uk)

Our opening hours are:

Monday	8:00am – 6:30pm
Tuesday	8:00am – 6:30pm
Wednesday	8:00am – 6:30pm
Thursday	8:00am – 6:30pm
Friday	8:00am – 6:30pm
Saturday	8:30am – 12:30pm (pre-booked and queries only)

We are also closed on Sundays and Bank Holidays.

#### Evenings and weekends

GP Co-op 0207 511 8880

If you need medical help when we are closed, you can see a GP from Newham GP Co-op which is based in the Walk in Centre in Newham General Hospital. This is run by local GPs who take it in turns to cover emergencies.

#### Telephone Appointments

An appointment system whereby you will speak to a Clinician; the best course of action will then be decided with you, resulting in an appointment, prescription or advice. This service has been developed in order to provide you with rapid access to a Clinician on the same day.

**Please note that the Doctor will call back within 2 hours depending on your clinical needs. If you are not contacted within the 2 hours please do let us know.**

#### Booking Online

You can book an appointment via

[www.woodgrangemedicalpractice.co.uk](http://www.woodgrangemedicalpractice.co.uk), In order to do

this you will need a unique login and password which can be requested from Reception.

#### Home visits

Our doctors would see four patients in the practice in the time it takes us to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend our practice, e.g. housebound or elderly patients.

**If you feel you cannot wait for an appointment, you can go to (no appointment needed)**

*Walk in Centre*

*The Vicarage Lane Health Centre*

*10 Vicarage Lane, Stratford, E15 4ES*

*Phone: 0208 536 2255.*

*Opening hours: Monday to Friday 8am – 8pm*

**Or**

*Urgent Care Centre*

*Newham University Hospital,*

*Glen Road, Plaistow, E13 8SH*

*Phone: 020 7363 9200*

*Opening hours: Monday to Friday 8am - 11pm*

*Saturday, Sunday & Bank Holidays 9am - 11pm*

**Have we got your correct telephone number? Please let us know** We can send you an appointment reminder or information by text, completely free.

#### Do you have call barring at home?

If so, the practice may have trouble contacting you. You may wish to consider adding the surgery numbers to your preferred list.

#### Change of Details

Please inform us promptly if you have changed your name, address or telephone number.

### Unable to attend your appointment?

We have approximately 300-400 missed appointments every month. This is the equivalent of 2 weeks of appointments for a full time Doctor.

There are two options of how to cancel your appointment.

**If you have an appointment that you do not need then please ring to cancel it, also if you book your appointment 24 hours before you are due to come in you will receive a text reminder from the Surgery. If you are unable to attend please reply to the reminder by texting the word 'CANCEL'. Please ensure that when you cancel by text please do so at least 2 hours prior to your appointment.**

We operate an appointment system and try to see patients on time. If a doctor is running more than 30 minutes late you will be informed. Unfortunately as a result of late attendances we have decided that if you are late by more than 15 minutes and you have not informed our receptionist prior to attending, then we may request you to re-book another alternative appointment. Please inform us if you are unable to keep an appointment as often it could be offered to somebody else. If you fail to attend 3 appointments without notification to us then you will be informed in writing. If this persists then regretfully you will be removed from our Practice register.

**REMEMBER IF YOU DON'T NEED IT PLEASE CANCEL IT!**

**Make use of our website**

[www.woodgrangemedicalpractice.co.uk](http://www.woodgrangemedicalpractice.co.uk)

**It's there to make your experience with**

**Woodgrange Medical Practice easier!**

Woodgrange Medical Practice February 2014

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### Priority area 3

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

Understand reasons for patient's frequent attendance and to reduce patient Did not attends (DNA)

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

This was discussed at our meeting with our PPG who again agreed that this was a huge issue. Patients who kept making appointments to see a doctor (Frequent attenders) several times in a week at a time meant that there were fewer appointments for those patients who really did need them. Educating the patients who were attending every week was discussed and to comprehend the task at hand an audit was undertaken.

The audit showed that patients were exhausting the resources of the Practice. The size of the problem was a revelation to the PPG and ways of addressing this was discussed. PPG agreed to produce a supporting letter regarding DNAs and frequent attendances to be given to the individuals concerned.

Individual frequent attender was invited to the Practice to meet with the Senior doctors as to how we could help them reduce their frequency and have a management plan of action. A follow up letter was then sent to the patient outlining their care plan with a supporting letter from the PPG.

Enc:

Supporting letter from the PPG re Frequent attenders

Supporting letter from the PPG re DNA



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

PPG devised letters 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.

DNAs – we found that DNAs were being reduced when we sent the PPG DNA Supporting letter with the Practice letter.

Posters on notice board, Practice Leaflet, Practice website and on-going along with revisiting putting up of monthly DNA statistics in our Waiting areas.

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> </ol>
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		<ul style="list-style-type: none"> <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> </ul>
2012/13 – Patient Survey on Patients taking charge of their health and well being	<p><b>Outcome from the Patient survey was:</b></p> <ul style="list-style-type: none"> <li>1. Separate area for BP and weight monitoring</li> <li>2. BP, and weight scales</li> </ul>	<p><b>Practice implementation of the Patient Outcomes:</b></p> <ul 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> </ul> <p><i>Still on-going and continuing to develop this area and encouraging patients to make use of this service</i></p>
2013/14 –patient Survey on Text messaging service	<p><b>Outcome from the Patient survey was:</b></p> <ul 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> </ul>	<p><b>Practice implementation of the Patient Outcomes:</b></p> <ul 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> </ul> <p><i>This is on-going, improved our patients contact details slip to incorporate their Email address with patient consent</i></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><b>Outcome from the Patient survey was:</b></p> <ul 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> </ul>	<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> <ul 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> </ul>

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### 4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 25.03.2015

#### **How has the Practice engaged with the PPG:**

The Practice has engaged with the PPG by regular meetings and email consultations

#### **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.  
Patients also call in and speak to the Manager or senior staff regarding any feedback.  
Clinicians continues to receive feedback from patients

#### **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 DNA and Frequent Attender letters. These will continue to be reviewed and audited.

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

The letters have reduce frequent attenders which have freed up more appointments, reduced waiting times and most certainly DNAs

**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.

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