

Appendix Seven – Annual Report Template

Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
2017/2018 Patient Participation Enhanced Service – Reporting Template

Practice Name: Hurley Clinic

Practice Code: G85053

Signed on behalf of practice:



Date: 29.3.19

Signed on behalf of PPG:



Date: 29.3.19

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 through bi-monthly meetings with the PPG Steering Group. Meetings held in the practice with PPG members with formal agendas, and minutes on: 22.3.18; 13.9.18; 15.11.18; 24.1.19 and 21/3/19 plus Annual General Meeting (public meeting for all patients with PPG members) on 3.12.18.

Number of members of PPG: **...8..** (Steering Group). All registered patients are automatically members of the PPG. There are 100 or so patients on the e-mail address list.

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	52.3	47.7
		66.6

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	14%	10%	23%	18%	16%	8%	5%	4%
PRG						16%	50%	33%

Out 8 total membership

Detail the ethnic background of your practice population and Steering Group:

	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%	4%	2%	18%	1%	3%	3%	7%
Steering Group	5			1			1	

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

					Asian			Black		other
Practice	2%	2%	2%	3%	5%	15%	6%	3%	2%	5
PRG				1		0				

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 PPG holds events throughout the year publicised to the wider patient population. Educational events within the practice or a local community venue enable patients from a wide range of ethnic backgrounds to attend, and engage with the PPG membership. In addition, each year, the PPG holds an annual general meeting to review the performance of the practice and evaluate this from the patient perspective. In both events, registers of attendees are kept and will be contacted about getting involved in the PPG. Also, the practice advertises the existence of the group via posters, the practice website and on screen waiting room information. Patients are encouraged to ask at reception for further details, and leave their contact information so that we can write to them to invite them to upcoming meetings. There is also an admin liaison member of staff in reception who patients can contact and speak with on the issue of the PPG and any questions that they may have about joining. Most recently we have introduced a new 'email' group for interested patients to join, and we will be increasing our advertising of this once we have review promotional material on our website for the PPG group.

We should mention that our rules provide that all registered patients are automatically members of the PPG and are entitled to attend our events. Certainly, there a diverse range of patients that attend these events and our public meetings but they haven't necessarily wanted to join the formal steering committee for the group.

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:

- a. Patient Survey – conducted in September 2018 – The survey availability was sent out by text, and hard copies were in reception for them to complete. It was promoted by staff and PPG members within the practice waiting area. From the responses, members of the PPG analysed the results as a group and provided a written report to the PPG AGM on the findings.
- b. Annual General Meeting for the Patient Participation Group – patients were contacted by text and posters to invite them to attend a meeting in the local library. The meeting was attended by members of the PPG, GPs and Managers at the surgery and provided the opportunity for a question and answer session on various aspects of the service. It provided a unique platform from which we could hear the patient experience first-hand, respond to their concerns, and formulate list of action points on what they would like the practice to review in terms of its service and improving how it performs.
- c. General Public meeting – held with GP Partners where patients were invited to a question and answer session, and this was organised by the PPG who also participated in the event. This year we had public meetings that covered the advance care planning, patient self care (as per the policy introduced in Lambeth), plus the pending merger of the practice with the Riverside Medical Centre.

Both forms of feedback have been very helpful in making decisions on how patients would like to see our service run, and following deliberations by the PPG, this formed the basis of the improvement actions points for this year.

- d. The PPG have also successfully organised educational events for the patient population throughout 2018/19. Healthy Eating Events in July 2018, as well as January and March 2019. In May 2018 we had an Advanced planning and bereavement care event with guest speakers. Also in February of this year we held an event to look at Mental Health Awareness with four speakers including a Psychiatrist from the Kings Health Partnership, and representatives from SLAM.

How frequently were these reviewed with the PRG?: The results of the patient survey reviewed at subsequent steering group meeting and the AGM in December. Educational events and feedback from them are reviewed at the regular bi-monthly steering group meetings.

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <ul style="list-style-type: none"><li data-bbox="347 470 1041 502">• Vision/Hearing impaired patients – facilitating access
<p>What actions <u>were</u> taken to address the priority?</p> <p>We are approaching voluntary organisations to carry out a risk assessment of the physical premises to enable us to determine whether our access for these patients are optimum. We will be liaising with SELVIS (South East London Vision) which is an a charity led by and for blind and partially sighted people in Bromley, Bexley, Greenwich, Lambeth, Lewisham and Southwark.</p>
<p>Result of actions and impact on patients and carers (including how publicised: We will discuss and disseminate information on the risk assessment with management and the PPG, then agree a relevant action and implementation plan. We will then contact patients in this group and their carers to inform them</p>

Priority area 2

Description of priority area:

- **Sexual Health and Family Planning - signposting**

What actions were taken to address the priority?

We have already conducted some research into the sexual health services that available to patients in the local community. We have put up posters in the waiting area signposting the whereabouts of these services, and have included info on our patient calling screens

We will be expanding our patient questionnaire to include a question about sexual services available at the clinic.

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

This will help promote with clarity what sexual health services and family planning services there are available locally.

Priority area 3

Description of priority area:

Mental Health/Mental well being voluntary services signposting

What actions were taken to address the priority?

We will be working with local charities and organisations to help us gather coherent and comprehensive information on what services are available to people suffering with mental ill health. We also hope to run a public meeting event with this as the main agenda item that patients can discuss and generate ideas within.

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

Being able to have sufficient support as a patient and as a carer when dealing with mental ill health, we know is crucial for helping to prevent crises and will benefit those in the long run into getting better access and looking after the needs of their health.

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):

Issues raised in previous years have been in relation to:

- Carers – To provide information and access to further support to carers in the practice. A PPG event was held for patients and carers, and it provided information on groups that can support the carer as well as other useful information

Website: To update the website for the practice to ensure that information on the Patient Participation Group was immediately visible and accessible. The website was updated and changed to show the PPG link on the opening page.

Electronic front doors: improve physical access to the site

Patient calling screens: The erection of 3 screens in our waiting area to replace the outdated tannoy system. This also helps provide patient information films on health and advice.

4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 29/3/19

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? *The PPG held public open meetings throughout the year (see above). The PPG has 1 representative on the Lambeth PPG Network and three members of the steering committee have attended meetings regularly.*

Has the practice received patient and carer feedback from a variety of sources? *The practice receives patient and carer feedback through the patient survey (annual survey completed in Sept 2018), from the public meetings held in throughout the year and the educational health promotion events which were organised by the PPG. In addition, the practice receives feedback to which it always responds, from the NHS Choices website.*

Was the PPG involved in the agreement of priority areas and the resulting action plan? *Yes, the PPG was involved in the agreement of priority areas and action plan. This was discussed and minuted at the PPG steering meeting.*

How has the service offered to patients and carers improved as a result of the implementation of the action plan? *We have updated information on sexual health service provision and signposting patients to keep them informed*

Do you have any other comments about the PPG or practice in relation to this area of work? *We have a very strong, dedicated PPG whose work in this practice has been commended by the recent CQC inspection, as outstanding. They take the lead in ensuring we hold regular meetings with them, and were pivotal in helping with getting responses from patients on this year's patient survey. We hope to continue to*

build on our joint partnership of helping to shape the future of this practice.