

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

London Region South London Area Team

Complete and return to: nhsclon-sth-pcc@nhs.net by no later than 31 March 2015

Practice Name: **BURSTED WOOD SURGERY**

Practice Code: **G83046**

Signed on behalf of practice:


Practice Manager: V. Butler

Date: **19/03/2015**

Signed on behalf of PPG:


Chairman: Peter Stekelenburg

Date: **19/03/2015**

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)

- 1. **FACE TO FACE MEETINGS (The Group meets approximately every 8 weeks)**
- 2. **EMAIL**

Number of members of PPG: **17**

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

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	2259	2408
PRG	7	10

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	789	445	642	571	688	614	457	447
PRG	0	0	1	0	3	5	6	2

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								
PRG	16							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG								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:

All efforts have been made to encourage all patients to become members of the PPG via the following methods:

- 1. Flyers and notices in the waiting room**
- 2. Via the Jayex appointment call board/information system**
- 3. Information in our practice leaflet**
- 4. Notification at the bottom of the patient repeat prescription slip**
- 5. Via surgery & PPG newsletters**
- 6. Via the surgery website**

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

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:

Patient feedback was received via surgery letter or direct communication to the PPG via their contact box in the surgery entrance hall.

How frequently were these reviewed with the PRG?

All feedback received is discussed with members of the PPG and The Practice. The following feedback was discussed during the past year:

- **Speed bumps in the driveway**
- **Ramp into the surgery building**
- **Disabled toilet facilities**
- **Outside rail**
- **Upgrading the Practice fabrication**

Items are carried forward to each PPG meeting until resolved or improved, which is 4 to 5 meetings per year

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: TO PROVIDE THE SURGERY WITH A DEFIBRILLATOR
What actions <u>were</u> taken to address the priority? Fund raising via raffles and a GP sponsored run.
Result of actions and impact on patients and carers (including how publicised): Clocktower Healthcare Limited agreed to match the PPG contribution of £500 towards a defibrillator and this has now been purchased and is available for emergency use at the surgery. The impact of having this on the premises means that in the case of an emergency, the patients care is greatly improved. Publicised via the surgery website and PPG Newsletters. Posters were also placed on the notice board in the surgery waiting room.

Priority area 2

Description of priority area: **TO UPGRADE THE SURGERY HEATING SYSTEM AND IMPROVE THE PRACTICE DECOR**

What actions were taken to address the priority?

The PPG raised money via raffles to support surgery

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

The surgery purchased a new boiler, redecorated and has laid new flooring throughout public areas. The impact is that we have created a cleaner, brighter and safer surgery. Publicised via the surgery website and PPG Newsletters

Priority area 3

Description of priority area: **TO PROVIDE A SAFETY RAIL ALONG THE SLOPE OUTSIDE THE SURGERY PREMISES**

What actions were taken to address the priority?

The PPG raised this issue with the surgery at the request of one of the elderly patients

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

The surgery installed a hand rail along the edge of the slope leading up to the building. The impact is that we have made access easier and safer for the elderly or disabled. Published via the surgery website and PPG Newsletters

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):

Although we have made good progress regarding a new telephone system (changed in 2012 from 0844 to 0208) a new boiler, new flooring and redecoration of the surgery, it has been a difficult few years for the surgery and the patients after losing two long standing Doctors, five years ago and Bexley Care Trust (at the time) taking four years to complete a tendering process (procurement) which made spending any money on the surgery difficult.

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4. PPG Sign Off

Report signed off by PPG: **Chairman Peter Stekelenburg**

YES

Date of sign off: **Thursday 19th March 2015**

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? **YES via notice board in surgery**

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?

Since the change of the telephone number, it has improved communication and is cheaper for patients. Having new flooring and redecoration has made it a brighter and cleaner environment for patients and having regular Doctors has made the practice more settled for staff and patients.

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

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

The PPG and Practice are constantly working together to improve patient care and services at the practices

The PPG welcomes any suggestions for future purchases/contributions and the following items are currently under consideration:

- 1. A new examination couch.**
- 2. Notice boards for the waiting room.**
- 3. An upgrade to the disabled toilet.**
- 4. New seating in the waiting room**

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