

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 no later than 31 March 2015

Practice Name: Islington Central Medical Centre

Practice Code: F83010

Signed on behalf of practice:



Date: 31.03.2015

Signed on behalf of PPG: Circulated and Agreed

Date: 31.03.2015

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: Email											
Number of members of PPG: 71											
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	47%	53%	Practice	15%	6%	34%	20%	11%	7%	4%	3%
PRG	35%	65%	PRG	0	1.41%	23.94%	22.54%	8.45%	23.94%	12.68%	7.04%

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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	14%	1%	0%	20%	1%	1%	1%	1%
PRG	63.38%	5.63%	0	9.86%	0	4.23%	1.41%	1.41%

	Asian/Asian British					Black/African/Caribbean/Black British			Other		Ethnic category not stated
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other	
Practice	1%	1%	1%	1%	2%	2%	1%	1%	1%	1%	52%
PRG	0	1.41%	0	0	2.82%	1.41%	2.82%	0	0	5.63%	

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:

- Searches have been set up on the practice EMIS software to allow us to monitor population profile and to diversify the group so that it is representative of the population.
- Patient Participation registrations forms are included in all new patient registrations packs.
- We have registration forms on the practice website <http://www.islingtoncentralmedicalcentre.org/ppg.aspx>
- A Patient Participation board is located at the entrance of the surgery which displays ways to join and other useful information
- We encourage all staff to inform patients about the PPG group. Doctors in particular have been essential in helping increase the numbers in the patient participation group (PPG).

We recognise that we still need to recruit more patients in the underrepresented ethnic groups and will consider reinstating face to face PPG meetings to encourage patients to participate.

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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: n/a

2. Review of patient feedback

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

- Suggestions and Comments received via the website http://www.islingtoncentralmedicalcentre.org/contact_dlg1.aspx?p=F83010
- Suggestions and Comments red box located in the practice
- PPG Group
- Patient comments/suggestions to Doctors and admin staff
- NHS Choices
- Patient feedback relayed face to face to Practice Manager
- Complaints received (verbal and written)
- Friends and Family Test Comments
- Practice Survey from 2013-14

How frequently were these reviewed with the PRG?

Quarterly updates circulated.

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Patients unhappy with the length it takes to get through to book appointments via telephone. This was brought up last year also and the practice upgraded the telephone system, following patients concerns. However, patients were still finding it hard to get through to the practice via telephone to book appointments.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <ul style="list-style-type: none">• In November 2014, we discussed with our telephone providers to separate the ports for internal and external calls so that patients can get through quicker. This was implemented in December 2014. This enabled more calls to come through to the practice without patients receiving an engaged tone. Patients would know that they are no. 1, 2, 3 in the queue and the length of time they would be waiting.• Feedback was received from patients saying that they did not like the waiting time announcement as this changed from, 1min to 9min. When we spoke to the telephone providers, they informed us that it was because it was taking an average of the length of call. We removed this service.• We received feedback from telephone providers that we did not have enough staff answering telephone calls and informed us of the busy periods. This enabled us to review staffing levels. As we did not have enough reception staff, the admin staff in the background now help the reception staff in answering calls when we are particularly busy. Premier Choice our telephone providers helped us in setting up a system where if a patient is waiting in the queue more than 5mins, all the admin staff phones will ring so that they can help. <p>The reception was particularly busy during the lunch hour where reception staff were carrying out admin duties e.g. chasing results for patients, prescriptions etc. This meant the phones were neglected and moreover patient requests were not being handled as quick. A proposition was sent to PPG that we close the telephone lines only from 1pm – 2pm on Mon,</p>

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Tues, Thurs and Fri to enable staff to carry out these requests. Feedback from group was positive and this was put in place in November 2014.

- We advertised the online booking portal with leaflets to inform more patients of this service which would enable them to not have to wait in a telephone queue. Online booking portal would allow patients to book appointments at 8.30am when 'book on the day' appointments were available and also advance appointments (following suggestions from 2013-14, we now have 6 week book in advance appointments available). This leaflet is also included in new patient registration packs.

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

- Patients are being informed where they are in the queue and not receiving a busy tone or message.
- Patients are not misinformed of the time it will take them to speak to a receptionist
- The number of calls being answered has increased. We have also recruited more staff (2 of which are starting in April) during peak morning and afternoons times to deal with the telephone demand. Our reception will have increased from 3 full time reception staff to 5 full time receptions and 4 part time reception staff.
- Receptionists have been able to complete patient requests such as chasing hospital letters etc. Leaflets were created and distributed to patients for 2 months informing them of the new telephone opening hours.
- Patient use of our online access increased and increased satisfaction.
- To be reviewed again in November 2015 following the above changes.

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Priority area 2

Description of priority area:

Patients want to be able to book appointments in advance and appreciate having earlier and later appointments available. Again the book in advance was brought forward following 2013-14 feedback from patients. This was implemented and has continued (6 weeks ahead appointments available).

What actions were taken to address the priority?

- The practice in October 2014, signed up for increased extended hours Locally Commissioned Service. This has increased our late evening appointment offering. We now have a nurse available on Monday and Tuesday until 8.30pm (previously 7.30pm) and now a practice nurse on Thursday evenings until 8.30pm (which we did not have previously). In addition, we have a second GP working 6.30pm – 8.30pm on Thursdays (previously 1 GP, 6.30pm – 7.00pm). These extended hours were advertised through our reception staff & GPs, practice leaflets and website.
- We have increased the no. of book in advance appointments available for booking.
- We have advertised the online booking systems so that patients can book these appointments from home.

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

- We have seen a huge uptake in particular with the nurse's appointments which patients are booking in advance through telephone and online and the nurses are always booked up. And patients have expressed that they are happy with this new offering.
- Our population profile as noted above consists of a young population 25-44 year olds. And this service has given more flexibility for patients that work.

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Priority area 3
Description of priority area: Reception issues. Staffing levels, long queues, training
What actions <u>were</u> taken to address the priority? <ol style="list-style-type: none">1. We have successfully now increased our staffing levels (as outlined in action point 1). With more reception staff, we now have the reception in the lower ground floor open all week so that patients do not need to queue in the long lines upstairs and those patients seeing Doctors downstairs can rebook and make queries without joining queues in the reception upstairs (this of course is subject to having all staff in and not on annual leave or sick)2. We have developed a new training guide so that new staff members are correctly aware of protocols and that they also inform patients that they are new and if they cannot handle the queries to get support from senior colleagues.
Result of actions and impact on patients and carers (including how publicised): <ul style="list-style-type: none">• We have received position feedback about staff through our websites 'suggestions and comments' page• Queues are dealt with more efficiently• Generally increased satisfaction

Progress on previous years

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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):

- Telephone system upgrade has been completed (November 2014)
- Reception Staff Levels: We brought an apprentice in September 2014 which helped with staffing levels.
- Not enough nursing appointments. Our 3rd Full Time Practice Nurse started with us in February 2015.

Please see 2013/14 full report for further information. <http://www.islingtoncentralmedicalcentre.org/surveyreport.aspx?p=F83010>

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4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 31.03.2015

This report has also been shared with the Islington CCG & Health watch islington.

1. How has the practice engaged with the PPG:

- Virtual PPG : emails circulated and feedback received
- PPG Board at the entrance of the practice with updates
- Pan Islington PPG patients encouraged to attend. Minutes and dates emailed to PPG and displayed on PPG board
- Practice Website

2. How has the practice made efforts to engage with seldom heard groups in the practice population?

- The practice has engaged with the British Sign Language / English Interpreter Team to improve the service delivery for deaf patients. The practice manager met with the team to see how we can improve our services to better meet the needs of those patients that are deaf. In March 2014 new video phones were installed in the practice and a practice meeting was held, with the team carrying out a presentation on the video phone systems and how the Doctors and Reception/Admin staff can improve the GP experience for deaf patients. This service has been going very well.
- We have also recruited more reception staff with different ethnicities to diversify the team which was mainly 'white British'.
- We are working hard on recruiting patients who are underrepresented but in the PPG and this is still ongoing. It is rather difficult as the population mainly consists of 'white/ white/British' origin.

3. Has the practice received patient and carer feedback from a variety of sources?

-

4. Was the PPG involved in the agreement of priority areas and the resulting action plan?

- Yes.

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5. How has the service offered to patients and carers improved as a result of the implementation of the action plan?
 - With increased level of reception team and training programme. Reception team are more efficient.
 - Telephone line is not as busy as before. More patients are using the online service and we are actually receiving requests from patients that they want to register for online access.
 - Increased extended hours appointments in the evening have meant more flexibility for those patients who cannot attend during the day and also more appointments.
6. Do you have any other comments about the PPG or practice in relation to this area of work?
 - We have found that more patients are attending the Pan Islington PPG meetings.
 - What we will need to consider for the future is possibly is to reinstate the face to face meetings so that we can attract more patients to the group.

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