

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

London Region South London Area Team

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

The Streatham Hill Group Practice
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London SW16 2PG
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Practice Name: Streatham Hill Group Practice

Practice Code: G85662

Signed on behalf of practice:  Alan Sam Lenny
Date: 30/03/2015

Signed on behalf of PPG:  Annie Johnson
Date: 30/03/2015

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) The PPG uses email, meetings and coffee mornings to engage with each other. They also use MJOG (a text messaging service) to invite new patients to events. They hosted a coffee morning that provided the occasion to meet and invite new patients to join the PPG. Furthermore, they used a notice board to inform the public about the PPG as well as being asked if they would like to join the PPG on the surgery's patient registration forms.
Number of members of PPG: 16

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<p>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:</p> <p>The surgery advertises the PPG on their website and is able to maintain or update information at their request. This is to help make all patients that use the website aware of the PPG. There is also a notice board at the surgery for all patients to see when they come for appointments or when registering, patients are informed about the PPG.</p> <p>The PPG hosted a Macmillan tea and coffee morning at the surgery. The practice sent text messages to 6000 patients inviting them to attend the Macmillan tea and coffee morning. On the day of the event, there was a notice board put on the ground floor for all patients to see when they came to the surgery and the PPG members were at the waiting area to personally invite patient to the event.</p>																																																							

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The PPG organised meetings at different times to cater to all PPG members' needs. They have meetings at 10am for young mothers so that they can attend after they drop their children off to school, meetings at 2pm for those that are retired or are a job seeker and then they have meetings at 6pm for people to attend after work.

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?
YES The PPG consists of a wide age group with diverse ethnic backgrounds.

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

At the Macmillan coffee morning, 30 patients attended, which 2 of them joined the PPG.
The Practice facilitated the PPG in advertising events through text messages, helped in branching out to a wide demographic, which helped the PPG grow from 3 members to 16.

The PPG hosts meetings at various times so that all members can attend and that new members can feel being part of the PPG.
Overall the PPG have been very successful in their progress this year.

2. Review of patient feedback

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

PPG meetings have changed from quarterly to monthly.
PPG meetings are now held at various times.

The PPG is holding and hosting more events such as "Warm and Well in Winter" and Macmillan coffee or tea morning.
The PPG is pleased with the increase of new members.

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How frequently were these reviewed with the PRG?

The PPG reviews their agenda on a regular basis at meetings they hold once a month.

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Increasing numbers and diversity within the PPG to help represent the practice's population.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Contact from the PPG to other patients using the practice facilities such as text messages, website, notice boards and holding events at the practice.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>As a result of these actions, the PPG has increased from 3 members to 16.</p> <p>At the "Warm and Well in Winter" event, elderly patients attended with carers and were given talks on how to keep warm and how to receive help from local volunteer programmes.</p> <p>The PPG has always been advertising at the practice through a notice board and on the practice website. PPG events were publicised through text messaging and notice board.</p>

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<p>Priority area 2</p>
<p>Description of priority area: Networking with other Lambeth PPG Network and linking with community groups.</p>
<p>What actions were taken to address the priority? The PPG has joined Streatham PPG network with 8 other Streatham PPGs and they meet on a monthly basis. The PPG attends various local meetings such as Health watch Lambeth and dementia workshops. The PPG has also joined Lambeth PPG they meet on a bi-monthly basis.</p>
<p>Result of actions and impact on patients and carers (including how publicised): The PPG collects information, leaflets and posters which are displayed in the waiting rooms for other patients. The PPG has applied for funding for information TV screens through the Streatham PPG network. These TV screens will be use to inform patients of local services and useful health information for patients.</p>

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<p>Priority area:3</p>
<p>Description of priority area: Telephone service at the Practice and the telephone system needs updating.</p>
<p>What actions <u>were</u> taken to address the priority? The PPG brought to the manager's attention that they were unhappy with the phone service at the practice. They explained that the phone system was causing them problems and that the phones were not been answered.</p>
<p>Result of actions and impact on patients and carers (including how publicised): The practice now has three members of staff answering the phones during the peak and busy periods. During lunch time they have 2 members of staff answering the phones. The practice manager has researched multiple phone companies and has contact the companies that he feels offer the surgery the best service. He is still waiting for quotes and is hoping he will be able to improve the phone system for the patients.</p>

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):

The PPG has increased its members from 3 to 16.

The PPG has joined the Streatham and Lambeth Networks.

Meetings are now held every month from quarterly.

The PPG is now holding more events and is planning to have more in the future.

The PPG has improved the way it communicates and informs other patients of events. From only using the website and practice notice board before, they are now able to send text message to thousands of patients.

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4. PPG Sign Off

Report signed off by PPG: YES
Date of sign off:
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 practice has a PPG suggestion box available for all patients to leave feedback. The practice has also sent text messages to over 6000 patients inviting them to attend events hosted by the PPG. The practice has also received a grant for £200 to write to 200 patients who are over the age of 75 and fund a buffet lunch at the event.
Has the practice received patient and carer feedback from a variety of sources? The practice has received a variety of positive verbal feedback. The practice also receives feedback from the Friends and Family test. Feedback from the Friends and Family test can be either it being paper form or a text message sent from the patient to the surgery.
Was the PPG involved in the agreement of priority areas and the resulting action plan? The PPG held meetings involving managers from the surgery to discuss priority areas. Once the priority plans are agreed, they then asked the practice to help action them using the resource the surgery has available.
How has the service offered to patients and carers improved as a result of the implementation of the action plan? The phone service has improved as they now have 3 members of staff to answer the phones during peak periods and always have 2 members of staff available at lunch time to answer the phones. Patients are able to communicate better with the PPG and the surgery through using the PPG suggestion box and by attending events and meetings.
Do you have any other comments about the PPG or practice in relation to this area of work? The practice is pleased with the progress that the PPG has made and helps support the PPG. If the PPG wish to hold an event the practice, the practice will

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allocate human resources to contact patients through a wide range of mediums such as text, website, notice boards and posters. The surgery has used resources to generate A3 colour posters for the PPG to advertise events. The surgery was able to provide rooms for the PPG to hosts their events and the surgery also helped prepare for the events.

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