

Patient Participation Enhanced Service 2021/22 Annex D: (PPG Survey Report 2021/22)

London Region North Central & East Area Team
Complete and return to: england.lon-ne-claims@nhs.net no later than 31 July 2022

Practice Name: **Abbey Road Medical Practice**

Practice Code: **F84111**

Signed on behalf of practice: **Mrs Ghazala Jarwar (Practice Manager)**

Date: 13.07.2022

Signed on behalf of PPG: PLAKHTIENKO, Hanna

Date: 28.07.2022

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):

We used several different methods to encourage patients to join our PPG. These include:

- Practice leaflet
- Information on the screen in the waiting area
- Poster displays
- Messages on NHS Choices and practice website
- Face to face opportunistic invitations.

Our aim was to have a representative from all ages and ethnic groups.

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Number of members of PPG: 9

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	5767 53.9%	4931 46.1%
PPG	5 0.05%	4 0.04%

Detail of age mix of practice population and PPG:

%	< 19	20-29	30-39	40-49	50-59	60-69	70-79	> 80
Practice	2242 21.0%	2270 21.2%	2259 21.1%	1621 15.2%	1208 11.3%	659 6.2%	311 2.9%	125 1.2%
PPG	0	0	0	1 0.06%	1 0.01%	3 0.03%	3 0.03%	1 0.01%

Detail the ethnic background of your practice population:

	White				Mixed/multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	752	28	58	2370	58	22	31	813

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	460	274	1330	205	623	1423	443	897	57	362

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:

Similar to previous years, we are still having difficulty engaging the young, working group (25-40).

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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:

2. Review of patient feedback

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

Practice website, annual practice survey and patient complaints review.

How frequently were these reviewed with the PRG?

As COVID restrictions have recently been lifted, we had our first face to face meeting, with one member joining remotely. We aim to have a meeting every three months, however, due to staff shortages, this may not always be possible.

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3. Action plan priority areas and implementation

Priority area 1

Our survey questionnaire was based on the services the surgery provided to patients.

We asked questions related to services that were being provided at the surgery and how our patients felt about it. The result of the survey is on our website. The overall patient satisfaction rate was 88%.

Communication:

This year we have had a total number of fourteen complaints. Out of these fourteen, five were regarding issues with communication. This was mainly between a clinician and patient.

Some complaints were in regards to how patients were receiving their test results from doctors. The message was not sent clearly or the results were not discussed or explained clearly to patients. When patients were sent a text message regarding their test results, doctors were not mentioning what, or which type of result had been received, as well as how important or urgent the results were.

Additionally, there was a complaint with regards to a smear test for which the patient had booked the appointment and was unaware of the details of the procedure. The patient found the appointment uncomfortable.

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Action taken:

We have agreed that for any abnormal urgent results, the doctor needs to call the patient on the same day, within twenty four hours. If it is a failed encounter, then they need to send the patient a text message and a task to the admin team to chase up.

We have also agreed that for all abnormal results doctors will be assessing the urgency and importance of the abnormality of the results and send a message including the time frame of when the patient should be booking the appointment i.e. 48 hours, within a week or routine.

This has increased the demand of abnormal results appointments, therefore we have arranged two locum sessions a week just for abnormal results to be discussed.

This complaint regarding the smear test has given us the opportunity to review and update our procedure. We discussed the matter in our peer group meeting and sought advice from the NHS England nursing team. Following their advice, the nurse has reviewed her procedure.

We have also updated our calling/recalling procedure. When booking smear appointments for patients, admin staff have been advised to now explain to each patient that they will receive a SMS message as confirmation of their appointment. This SMS also includes a link to a video explaining what a smear test is and how it is performed.

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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):

- Our survey result shows an overall improvement in patient satisfaction.
- We are striving to better our practice communication. Patients are now able to request pre-bookable appointments with a GP of their choice. Doctors will triage patients via telephone before inviting them in for a face to face appointment, should this be required.
- To meet the increased demand for appointments, we have appointed new Primary Care Network staff in order to meet patient access demand. This includes pharmacists, social prescriber and a physician associate.
- To improve our communication, we have also expanded our online services, allowing patients to request medications, book appointments, blood tests, private letters, test results, as well as submitting clinical and non-clinical queries. These are handled by our highly skilled senior admin support.
- Additionally, we have introduced a community pharmacy referral service for the management of minor ailments i.e. diarrhoea, head lice, hay fever, flu-like symptoms etc.
- To meet current access demand, we are also booking 7 day access hub appointments.

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4. PPG Sign Off

Report signed off by PPG:

Yes

Date of sign off: 28.07.2022