

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](mailto:england.lon-ne-claims@nhs.net) no later than 31 March 2015

Practice Name: HOLBORN MEDICAL CENTRE

Practice Code: F83058

Signed on behalf  
of practice:



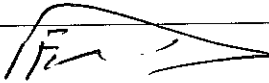
Date:

26/3/15.

(print):

DR V.H. DAVE

Signed on behalf  
of PPG:



Date:

26/3/15

(print)

F. Safa

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):

**Email, Telephone, Face-to-Face**

Number of members of PPG: 35

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

<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>42%</td> <td>58%</td> </tr> <tr> <td><b>PRG</b></td> <td><b>46%</b></td> <td><b>54%</b></td> </tr> </tbody> </table>	%	Male	Female	Practice	42%	58%	<b>PRG</b>	<b>46%</b>	<b>54%</b>	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 8%;">&lt;16</th> <th style="width: 8%;">17-24</th> <th style="width: 8%;">25-34</th> <th style="width: 8%;">35-44</th> <th style="width: 8%;">45-54</th> <th style="width: 8%;">55-64</th> <th style="width: 8%;">65-74</th> <th style="width: 8%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>7%</td> <td>37%</td> <td>32%</td> <td>10%</td> <td>6%</td> <td>4%</td> <td>2%</td> <td>2%</td> </tr> <tr> <td><b>PRG</b></td> <td><b>0%</b></td> <td><b>11%</b></td> <td><b>11%</b></td> <td><b>11%</b></td> <td><b>26%</b></td> <td><b>29%</b></td> <td><b>3%</b></td> <td><b>9%</b></td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	7%	37%	32%	10%	6%	4%	2%	2%	<b>PRG</b>	<b>0%</b>	<b>11%</b>	<b>11%</b>	<b>11%</b>	<b>26%</b>	<b>29%</b>	<b>3%</b>	<b>9%</b>																																										
%	Male	Female																																																																													
Practice	42%	58%																																																																													
<b>PRG</b>	<b>46%</b>	<b>54%</b>																																																																													
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75																																																																							
Practice	7%	37%	32%	10%	6%	4%	2%	2%																																																																							
<b>PRG</b>	<b>0%</b>	<b>11%</b>	<b>11%</b>	<b>11%</b>	<b>26%</b>	<b>29%</b>	<b>3%</b>	<b>9%</b>																																																																							
<p>Detail the ethnic background of your practice population and PRG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th rowspan="2"></th> <th colspan="4">White</th> <th colspan="4">Mixed/ multiple ethnic groups</th> </tr> <tr> <th>British</th> <th>Irish</th> <th>Gypsy or Irish traveller</th> <th>Other white</th> <th>White &amp;black Caribbean</th> <th>White &amp;black African</th> <th>White &amp;Asian</th> <th>Other mixed</th> </tr> </thead> <tbody> <tr> <td>Practice*</td> <td>1.00%</td> <td>1.19%</td> <td>0.00%</td> <td>25.37%</td> <td>0.59%</td> <td>0.69%</td> <td>0.91%</td> <td>21.88%</td> </tr> <tr> <td><b>PRG</b></td> <td><b>2.86%</b></td> <td><b>0.0%</b></td> <td><b>0.0%</b></td> <td><b>14.29%</b></td> <td><b>5.71%</b></td> <td><b>2.86%</b></td> <td><b>0.00%</b></td> <td><b>45.71%</b></td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th rowspan="2"></th> <th colspan="5">Asian/Asian British</th> <th colspan="3">Black/African/Caribbean/Black British</th> <th colspan="2">Other</th> </tr> <tr> <th>Indian</th> <th>Pakistani</th> <th>Bangladeshi</th> <th>Chinese</th> <th>Other Asian</th> <th>African</th> <th>Caribbean</th> <th>Other Black</th> <th>Arab</th> <th>Any other</th> </tr> </thead> <tbody> <tr> <td>Practice*</td> <td>4.10%</td> <td>1.17%</td> <td>4.76%</td> <td>14.28%</td> <td>8.19%</td> <td>1.75%</td> <td>0.47%</td> <td>0.42%</td> <td>0.001 %</td> <td>5.10%</td> </tr> <tr> <td><b>PRG**</b></td> <td><b>2.86%</b></td> <td><b>0.00%</b></td> <td><b>11.43%</b></td> <td><b>5.71%</b></td> <td><b>5.71%</b></td> <td><b>2.86%</b></td> <td><b>0.0%</b></td> <td><b>0.0%</b></td> <td><b>0.0%</b></td> <td><b>0.0%</b></td> </tr> </tbody> </table> <p style="font-size: small; margin-top: 5px;">*NB – Ethnicity recording of entire practice population is incomplete, hence total of recorded ethnicities adds up only to 91.87%</p>			White				Mixed/ multiple ethnic groups				British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed	Practice*	1.00%	1.19%	0.00%	25.37%	0.59%	0.69%	0.91%	21.88%	<b>PRG</b>	<b>2.86%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>14.29%</b>	<b>5.71%</b>	<b>2.86%</b>	<b>0.00%</b>	<b>45.71%</b>		Asian/Asian British					Black/African/Caribbean/Black British			Other		Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other	Practice*	4.10%	1.17%	4.76%	14.28%	8.19%	1.75%	0.47%	0.42%	0.001 %	5.10%	<b>PRG**</b>	<b>2.86%</b>	<b>0.00%</b>	<b>11.43%</b>	<b>5.71%</b>	<b>5.71%</b>	<b>2.86%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
	White				Mixed/ multiple ethnic groups																																																																										
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed																																																																							
Practice*	1.00%	1.19%	0.00%	25.37%	0.59%	0.69%	0.91%	21.88%																																																																							
<b>PRG</b>	<b>2.86%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>14.29%</b>	<b>5.71%</b>	<b>2.86%</b>	<b>0.00%</b>	<b>45.71%</b>																																																																							
	Asian/Asian British					Black/African/Caribbean/Black British			Other																																																																						
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other																																																																					
Practice*	4.10%	1.17%	4.76%	14.28%	8.19%	1.75%	0.47%	0.42%	0.001 %	5.10%																																																																					
<b>PRG**</b>	<b>2.86%</b>	<b>0.00%</b>	<b>11.43%</b>	<b>5.71%</b>	<b>5.71%</b>	<b>2.86%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>																																																																					

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

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:

***Having a clear idea of the demographic distribution of age/gender/ethnicity is key. On examination it appears there is a broad range of codes used to identify patients' ethnicity, and certain groups may be self-identifying in a manner which may not correspond to a more objective reading of basic ethnic grouping (e.g. patients identifying as 'British or Mixed British'). Where there is a significant discrepancy in representation between practice and ppg groups, specific outreach by clinicians to patients within those groups is encouraged.***

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**

***We have a significant cohort of students registered with us (almost 28%)***

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

***We have discussed recruiting students to the PPG with student liaison officers, and encourage students at Freshers' Fairs to engage with representation.***

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

1. Review of patient feedback

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

***Feedback from NHS National GP Patient survey, NHS Choices comments, CQC Intelligent Monitoring reports, Friends & Family Test, Direct Feedback from patients in practice.***

How frequently were these reviewed with the PRG?

***Twice yearly***

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

### 2. Action plan priority areas and implementation

Priority area 1
Description of priority area: <b><i>Access – specifically for non-urgent appointments.</i></b>
What actions <u>were</u> taken to address the priority? <b><i>Additional clinical staff – both GP and Nursing Refinement of Appointment system.</i></b>
Result of actions and impact on patients and carers (including how publicised): <b><i>Has helped somewhat to ease demand for non-urgent appointments.</i></b>

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

Priority area 2

Description of priority area:

***Patient Privacy in reception and waiting areas.***

What actions were taken to address the priority?

***Introduction of demarcated area at Reception Desk to prevent crowding. Upgrade to patient information screens, extending to all waiting areas, allowing us to play music, thereby increasing the ambient sound levels to enhance privacy.***

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

***Confidentiality and confidence to speak to reception staff about private matters without the fear of being overheard.***

***Improvements featured in Newsletter, with explanation of reasons behind their introduction.***

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

Priority area 3

Description of priority area:

***Ensure high-quality, empathetic approach from nursing staff.  
Having had difficulty in recruiting permanent nursing staff, we engaged a number of agency nurses in the short term, however, confidence in their communication skills and certain competencies lead to concerns over the effectiveness of this measure.***

What actions were taken to address the priority?

***We engaged another practice nurse permanently, with 20 years of experience, to support the already excellent work being done by our existing practice nurse.***

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

***It has become apparent through the Friends and Family Test results that patients feel listened to by the nursing staff, and also have confidence in the nurses' treatment and clinical knowledge.***

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

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):

***48 Hour appointments***

*We managed to increase the number of 48 hour appointments, however, demand seems always to outstrip supply.*

***Choice of practitioner***

*We have in place now a system for frail or chronically-ill patients, and patients aged 75 or over to have a named clinician responsible for their on-going care.*

***Non-urgent appointment waiting times***

*We introduced a phone triage system to manage on the day appointments according to need more efficiently.*

***Confidentiality***

*We identified training needs for our reception team to improve the manner in which confidential matters were discussed.*



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

3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26/03/2015

How has the practice engaged with the PPG:

***Mostly via email***

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

***Via student registration events***

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?

***A more evolved appointment and phone triage appointment, improved nursing care, enhanced privacy.***

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

***Our patient group is generally very busy, either with family care, studies or work. Response to consultation has accordingly been intermittent.***

***Additionally, the member of staff who was leading on this aspect of communication left abruptly mid-year, which meant there was an hiatus in the flow off communication in the latter half of the year.***

Complete and return to: [england.lon-ne-claims@nhs.net](mailto:england.lon-ne-claims@nhs.net) no later than 31 March 2015