

# Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team  
 2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Kings Park Surgery

Practice Code: Y02973

Signed on behalf of practice:



Date:

02/3/2015

Signed on behalf of PPG:

A. Palmer (Chair)

Date:

22nd March 2016

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES

Method of engagement with PPG: Face to face, Email, Other (please specify) Monthly meetings, face to face and Emails, leaflets inside registration packs, own PPG website, section in practice website, posters in practice, details on NHS Choices website. on every prescription,

Number of members of PPG: 10

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	2173	2384
PRG	5	5

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	952	492	1197	751	498	332	158	62
PRG	0	1	3	1	0	1	2	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	2178	311	20	570	46	22	26	553
PRG	10	0	0	0	0	0	0	0

	Asian/Asian British				Black/African/Caribbean/Black British				Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other	
Practice	132	34	29	51	63	143	3	35	0	326	
PRG	0	0	0	0	0	0	0	0	0	0	

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:

- Invite to join the PPG is in every adult registration pack
- Verbal invites made to many patients especially targeting ethnic minority patients
- Open invites on practice and PPG group website for all patients to join and attend PPG Meetings
- Poster inviting ethnic minorities to join PPG in patient waiting area
- In order to engage and raise awareness to all our patients our PPG has arranged patient engagement action days throughout the year. They have invited various groups such as Safer Neighbourhood , TB Awareness, Dementia Awareness, our local hospice , asthma awareness groups to attend the practice and with them have spent time with our practice population.

**Our PPG has also arranged various activities throughout the year to engage with the patients.**

- Easter Raffle
- Macmillan coffee morning were we raised over £200
- Pantomime trip for children registered at the practice
- Wear it Pink Day were we raised over £200
- Garden Project – The PPG bought several large planters which are to be placed around the practice grounds and maintained by the patients, the planters will be filled with sensory plants.
- Bench – The PPG have donated a bench which will be situated next to the main door for patient use – this was provided in memory of our last PPG Chair who sadly passed away.

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

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

We have a small travellers community and we have verbally invited them to attend.

## 2. Review of patient feedback

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

- During the year our PPG Group runs health awareness campaigns which raises the profile of our PPG. Our group tries to engage with one group per month. This provides valuable feedback for both patients on staff on how our services are being run.
- Our patients are actively invited to put feedback on NHS Choices and this is outlined in the welcome letter enclosed in every registration pack
- All last year our patients were invited to complete in house surveys each month to ascertain how are patients were feeling about our services and we acted on their suggestions or gave feedback regarding the service.
- Our patients are now asked to actively take part in the friends and family test and patient comments are published in the practice.
- Our PPG has its own website which encourages patient feedback

How frequently were these reviewed with the PRG? We held monthly meetings 25<sup>th</sup> March 2014, 29<sup>th</sup> April 2014, 28<sup>th</sup> May 2014, 27<sup>th</sup> June 2014, 27<sup>th</sup> Aug 2014, 24<sup>th</sup> Sept 2014, 29<sup>th</sup> Oct 2014, 26<sup>th</sup> Nov 2014, 19<sup>th</sup> Jan 2015, 17<sup>th</sup> Feb 2015, 18<sup>th</sup> March 2015.

We are also in contact with the PPG committee via email and telephone throughout the year. We have a close relationship with our PPG and work together to improve our services.

3. Action plan priority areas and implementation



Description of priority area: Garden Improvement Plan – The PPG has been working in conjunction with staff, local retailers and friends and family of patients to improve the grounds and gardens surrounding the surgery. The PPG have been both fund raising and applying for grants to enable them to purchase a large tool shed, tools and plants which will be used around the facility.

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Purchase planters	To be purchased by PPG	PPG	December 2014
Patients to participate in the weeding of flower beds	Posters inviting patients to help with planters	PPG	March 2015
Patients / PPG members and Staff to fill planters / flower beds	Planters to be filled and maintained	PPG and patients	Mid Spring 2015 ( April / May )
Flower beds	Flower beds to be made and planted	PPG and staff	Summer 2014
Purchase of tool shed and tools	Tool shed and tools to be purchased	PPG	Mid Spring 2015 ( April / May )

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

The Garden Improvement Plan is designed to improve the patient journey within the Polyclinic for the patients attending Kings Park Surgery and those using the walk in centre, outpatient clinics, x-ray facilities and onsite pharmacy.

Motive patients to take ownership of the centre

Enhanced staff, patient and local community relationship – Our local B & Q donated plants for our garden areas

Our PPG applied for and obtained a grant for £2500 from Havering Council for the Garden Improvement Plan in 2014

Our PPG won Runner up in the Hurley Group Community Engagement Scheme in 2014 – part of these funds were used to take some of the children registered with the practice to the pantomime.

Keep active initiative for patients and staff

To provide a social group for patients and staff

Rehabilitation therapy for patients

We took photographs of the gardening weekends which were put up in the practice waiting room

The planning for the garden improvement plan has been minuted and documented in the PPG meeting minutes which are available in the practice waiting area.

Responsible	Timeline
PPG	January 2015
Practice	December 2014

Overseas patients and family members: financial, health care and other issues are discussed and arrangements are made for such patients who are unable to attend Kings Park Surgery staff and PPG

Priority area 2

Description of priority area:

Abusive Patients- support campaign for staff who had been experiencing an increased level of abusive behaviour from patients.

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Highlight the increase of unacceptable behaviour being levelled at staff	Discussion regarding increased abuse from patients with PPG and practice management team	PPG / Management Team	January 2015
Highlight the issue of threatening behaviour against staff	PPG designed posters and they have been put up in each clinical room and reception. Message on Jayex board	PPG Practice	January 2015 December 2014

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

Decreased threats and abusive behaviour towards both staff and other centre users.  
Improved working and treatment environment for both patients and staff  
Improved working relationship between staff and PPG

Priority area 3

Description of priority area:

Car Park Improvement Plan

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
<p>Car Park Improvement --</p> <ul style="list-style-type: none"> <li>• Uneven surface to car park</li> <li>• Poor lighting in car park</li> <li>• White edging to steps required- trip hazard</li> <li>• Foot path to be improved</li> </ul>	<p>PPG and Practice Manager had meeting with NHS Property services</p> <p>PPG chair to write to NHS Property Services from the PPG to express their concern regarding the health and safety issues.</p>	<p>PPG Chair &amp; practice manager</p> <p>PPG Chair</p>	<p>Spring 2014</p> <p>March 2016</p>

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

NHS Property services have confirmed that the car park and footpath will be improved in two phases over the next year.

Phase 1

- New surface to car park
- New footpath around car park
- Fill pot holes in car park



Phase 2

New lighting in car park and main entrance to laminate the steps.  
 New kerbs and kerb edges to be painted  
 Re-lining of car parking spaces in car park

Improvement of health and safety for all users of the site.

What is responsible for this?	What will it contribute to the overall plan?	Quantities
<p>Installation of additional workbenches in the main building area</p> <p>Staircase external and internal handrails in the College</p> <p>Footpaths with kerbs and ramps with disabled access</p>	<p>PHG, Jobbers and staff</p> <p>PHG / pathfinders and staff</p> <p>PHG / parents and staff</p> <p>PHG / parents and staff</p> <p>PHG / parents and staff</p>	<p>Dec 2014</p> <p>Spring 2015</p> <p>Spring 2015</p> <p>Spring 2015</p> <p>Spring 2015</p>
<p>Painted driveway kerbs and kerbside</p> <p>Internal and external kerbside with PHG</p> <p>Painted kerbside</p>	<p>PHG Property Services</p> <p>PHG Property Services</p> <p>PHG Property Services</p>	<p>March 2014</p> <p>Summer 2014</p> <p>Jan 2015</p>
<p>Change in stationing signage at the junction</p>	<p>PHG</p>	<p>Jan 2015</p>

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Priority Area	What action has been taken?	Who is responsible for this?	What action still needs to be taken?	Deadline
Education Workshops	During the Year the PPG arranged for educational workshops in the practice waiting area	PPG	Ongoing programme – The PPG aim to invite a group in every month	Dec 2014
Garden Project	Planters ordered and purchased from The Cellar Trust which is a workshop for adults with disabilities	PPG / patients and staff	Purchase shed	Spring 2015
	Started practice garden	PPG / patients and staff	Planters to be located	Spring 2015
	Planted climbing roses and honeysuckle	PPG / patients and staff	Posters to encourage patient involvement	Spring 2015
	Meetings and correspondence with NHS Property Services	NHS Property Services Practice staff / PPG Chair	Phase 1 New surface to car park New footpath Fill pot holes	Spring 2015
Car Park			Phase 2 New lighting New kerbs Re-lining	March 2016  Summer 2016
Outing for children registered at the practice	A group of 20 children were invited to the local theatre to attend the pantomime	PPG		Jan 2015

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 22.03.2015

How has the practice engaged with the PPG: The PPG has held monthly meeting on 25<sup>th</sup> March 2014, 29<sup>th</sup> April 2014, 28<sup>th</sup> May 2014, 27<sup>th</sup> June 2014, 27<sup>th</sup> Aug 2014, 24<sup>th</sup> Sept 2014, 29<sup>th</sup> Oct 2014, 26<sup>th</sup> Nov 2014, 19<sup>th</sup> Jan 2015, 17<sup>th</sup> Feb 2015, 18<sup>th</sup> March 2015.

How has the practice made efforts to engage with seldom heard groups in the practice population? YES  
We have verbally invited patients and have posters inviting ethnic minorities to join our PPG

Has the practice received patient and carer feedback from a variety of sources? YES, we conduct monthly surveys and have the Friends and Family Cards available to all patients.

Was the PPG involved in the agreement of priority areas and the resulting action plan? YES, our PPG arranged and implemented all of the action plan with the support of the practice staff.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

- Improvement to working environment for both staff and patients with a reduction in abusive / threatening behaviour due to PPG awareness posters and campaign
- Improvements to the grounds and gardens with the Garden Improvement Plan
- Improvements to the car parking facilities

Do you have any other comments about the PPG or practice in relation to this area of work? YES - Due to the re-location of another team within the building into the meeting room the practice will have to conduct all future meetings in an open waiting area within the practice. We will be working with the PPG to find a better location in the coming months for ongoing meetings.