

Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team
 2018/2019 Patient Participation Enhanced Service – Reporting Template

Practice Name: Kings Park Surgery

Practice Code: Y02973

Signed on behalf of practice:

Date: 25.03.19

Signed on behalf of PPG:



Date: 25.03.19

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

Does the Practice have a PPG? Yes

Method of engagement with PPG: Email and phone

Number of members of PPG: 6

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	2089	37	48	1148	23	42	56	87
PRG	5							

	Asian/Asian British				Black/African/Caribbean/Black British			Other		
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	418	92	46	121		234	68	183	8	
PRG				1						

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:

Posters in waiting room and clinical rooms and our PPG has its own area on one of the practice notice boards . We also include a flyer in the registration pack asking if patients would like to join the PPG.

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?

During the past year the PPG has been very supportive of the whole practice

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year: We have patient surveys which are ongoing

We have to provide a minimum of 50 patient surveys per quarter and this information is forwarded to the Hurley Group submissions team and is reviewed by the Hurley Group

We also participate in the F & FT which is submitted to CQRS on a monthly basis.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Replace Equipment

What actions were taken to address the priority? **New equipment purchased**

Priority Area	Actions	Who does this?	Deadline
Additional Nebuliser required	The PPG provided two new nebulisers for patient use . This equipment has been very useful to the practice	The equipment was purchased by the Chair , Pat Birch	Completed

Description of priority area: Bra Re-cycling for Oxfam

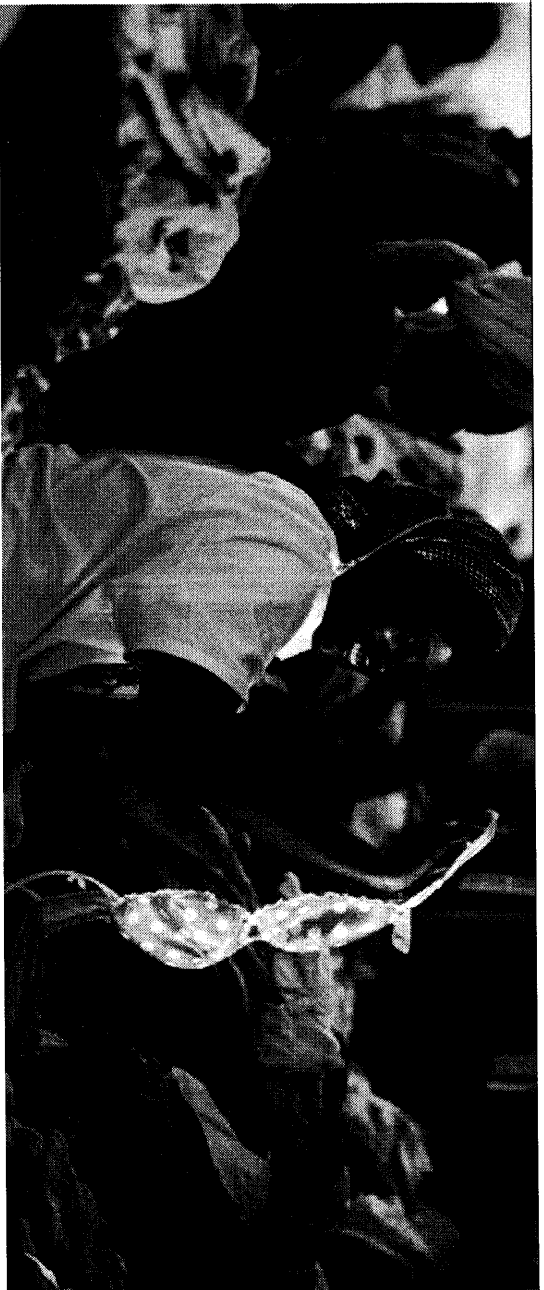
What actions were taken to address the priority? Collecting old bras for recycling

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
<p>Raise awareness for Bra recycling – collection box set up in reception</p> <p>We have collected nearly 800 bras so far</p>	<p>Collection box set up in reception</p> <p>https://www.oxfam.org.uk/donate/donate-goods/what-happens-to-your-donation/inside-frip-ethique</p>	<p>All staff and PPG</p>	<p>Ongoing</p>

Frip Ethique is an Oxfam-run social enterprise in Senegal. Most of the workers are women, who sort and sell clothes donated to Oxfam - including your bras - to local market traders.

It's a great way of making sure donations make the most money possible. And it's also a great way of enabling people to earn a living.

The profits are also invested in Oxfam's work fighting poverty in Senegal. Over 500 small traders buy stock from Frip Ethique and run their own businesses.



Priority area 3

Description of priority area: Recruitment of salaried GP's

What actions were taken to address the priority?

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
Over the year we have run a recruitment campaign to attract salaried GP for the practice	This year we have taken on a full time salaried GP for Kings Park	Hurley HR and site team	Completed

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
<p>Last year we looked at changing our appointment systems by introducing a telephone triage clinics each morning and a minor ailments clinic with an advanced nurse practitioner.</p>	<p>Both clinics are now up and running well</p>	<p>The practice and PPG combined</p>	<p>None</p>	<p>Ongoing scheme</p>

4. PPG Sign Off

Report signed off by PPG:

P Birch

Date of sign off:

25.3.2019.

How has the practice engaged with the PPG: Yes monthly meetings

How has the practice made efforts to engage with seldom heard groups in the practice population? Yes, all patients are encouraged to join the PPG and we have posters in the waiting room advertising the PPG.

Has the practice received patient and carer feedback from a variety of sources? Yes, the practice has a carer champion and in our registration documents we record is a patient has a carer or is a carer. Our carers have their own space on the practice notice board and there are leaflets on our main counter.

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?

With the changes made to the appointment system we are able to offer far more appointments and has reduced the amount of complaints received.

The patient feedback received regarding the introduction of daily ANP clinics has been very positive, our patients have liked that they could be seen quickly and easily, without the wait for a GP appointment.

Do you have any other comments about the PPG or practice in relation to this area of work? Our PPG will continue to engage with the practice and assist with practice development.

The PPG also ran their annual Macmillan Coffee Morning which was very well attended and raised nearly £90.