

# 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: **West Hampstead Medical Centre**

Practice Code: **F83055**

Signed on behalf of practice: *Dr Ben Bromilow*

Date: 31<sup>st</sup> march 2015

Signed on behalf of PPG: *Mr David Richards*

Date: 31<sup>st</sup> March 2015

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

Does the Practice have a PPG? **Yes**

***Following an open meeting in November 2012 for patients registered with the practice, a Patient Participation Steering Group (9 patient members) was formally established to foster effective communication between the practice and its patients and promote patient participation in the development and monitoring of services at the practice. The Steering Group has met regularly with the practice manager and practice partners, and organised a number of open meetings for registered patients on key issues affecting the practice.***

***Those attending the open meetings have been encouraged to leave their details so that they constitute a wider Patient Participation Group that can act as a reference group for consideration of issues that need to be tackled and have been identified as priorities by the Steering Group. Through internet discussion it is also hoped that this wider group will be able to advance new ideas and proposals for the Steering Group to progress in discussion with the practice partners and management.***

***Current members of the Steering Group and the doctors are particularly keen to get a more representative involvement of all the different types of people who use the surgery - both as members of the Patient Participation Group and the Steering Group. If you wish to volunteer, please let Tushar Shah, the practice manager, know.***

Method of engagement with PPG: Face to face, Email, Other (please specify)

***We have set up a Patient Participation Group Steering Group (PPGSG). This consists of 9 registered patients, Clinical Lead (Partner) and the Practice Manager. We have meetings falling due on Tuesday's commencing 7:00pm and finishing between 8:30pm and 9:00pm. We communicate minutes of the meeting to our patients via the surgery's website.***

Number of members of PPG: **9 Practice registered patients, 1 Clinical PPG Lead, 1 Practice Manager.**

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	<b>4624</b>	<b>5345</b>
PRG	<b>5</b>	<b>4</b>

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
<b>Practice</b>	<b>1470</b>	<b>795</b>	<b>3043</b>	<b>1866</b>	<b>1061</b>	<b>753</b>	<b>592</b>	<b>389</b>
<b>PRG</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>2</b>

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	<b>3911</b>	<b>267</b>	<b>0</b>	<b>2009</b>	<b>43</b>	<b>38</b>	<b>98</b>	<b>431</b>
PRG	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	<b>297</b>	<b>75</b>	<b>126</b>	<b>88</b>	<b>46</b>	<b>225</b>	<b>80</b>	<b>35</b>	<b>4</b>	<b>2196</b>
PRG	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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:

***At PPGSG meetings we discuss ways of encouraging unrepresented members (Mothers, Younger members (aged between 18 -25), those from different ethnic backgrounds) to join and this has been during our 'Open Public' meeting held at Dennington Road library.***

***We have received emails (around 80) from those who wish to be kept informed about the developments at WHMC.***

**Further details can be found at:**

[26062014.pdf](http://www.westhampsteadmedicalcentre.com/mf.ashx?ID=5c729f29-2293-4b33-9f19-227794f5b2f0) (http://www.westhampsteadmedicalcentre.com/mf.ashx?ID=5c729f29-2293-4b33-9f19-227794f5b2f0)

[PPGpresentation 18112014.pdf](http://www.westhampsteadmedicalcentre.com/mf.ashx?ID=cb9a5ce4-0e26-4097-b0a0-c3b8916f2955) (http://www.westhampsteadmedicalcentre.com/mf.ashx?ID=cb9a5ce4-0e26-4097-b0a0-c3b8916f2955)

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:

- **Letters of complaints relating to the appointment and telephone system**
- **NHS Choices**
- **Direct emails sent to [Whmc@nhs.net](mailto:Whmc@nhs.net).**
- **Face to face discussions with the Practice Manager**

How frequently were these reviewed with the PRG?

**The above feedback were raised by the PPGSG and reviewed during the PPGSG meetings and Open Public meetings.**

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

***Improve Patient Access***

What actions were taken to address the priority?

***Complaints from patient relating to access were shared with the PPGSG. This led to demand & capacity data being gathered. Analysis led to changes in appointment type and structure. For example we now take appointment bookings up to 2 weeks, have same day emergency slots, have introduced doctor ring back, improved telephone system through 'Patient Partner', and 07:30 am start on Monday & Wednesday's for those patients who have to be in work early.***

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

***Actions implemented led to better access in getting appointments. We communicated the changes via our website and also through hard copy information being available in the waiting areas.***

## Priority area 2

Description of priority area:

***Improving patient communication***

What actions were taken to address the priority?

***A special room is being adapted for WHMC patient's sole use. This room is called the Patient's Information Office and will be under the control of the PPG Steering Group. Patients will have access to a computer and the WHMC website, plus information sent from NHS England, Camden CCG, Camden Public and Patient Engagement Group (CPPEG). There will be separate boxes each for suggestions/feedbacks, Friends & Family Test, and Complaints.***

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

***With the availability of a private room for patients to use, we hope to introduce/make changes for the patient's benefit. Any publication will be reviewed by the PPG Steering Group and information will be included as general news and on the PPG section of the surgery's website (the possibility of an independent PPG website is currently under active consideration).***



### Priority area 3

Description of priority area:

***Camden Integrated Data Records (CIDR) and Summary Care Records (SCR).***

What actions were taken to address the priority?

***WHMC patients were informed about Data Sharing via Public open meeting where Dr Caz Sayer was a speaker. This meeting was held to give assurances that personal data or any medical data will not be shared with third parties (insurance companies etc). PPGSG meetings were held on behalf of the patients to ensure WHMC did not initially sign up for data sharing until receiving assurances that confidentiality was protected.***

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

***Patients were given the option to share their records by consenting on a form. This was put on their records. Majority of the patients did consent to both 'CIDR' and 'SCR'.***

## 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):

- ***Changes to the 48 hour appointment rule.***
- ***New appointment types***
- ***Early opening times of 07:30 on Monday and Wednesday's.***
- ***Switching over to electronic prescription services.***
- ***Access to Social Worker and Occupational Therapist 3 days a week at the surgery.***

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off:

How has the practice engaged with the PPG:

**Yes**

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

**Website, Iplato (SMS text messaging)**

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 (PPG Steering Group)**

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

**Considerably**

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

***Please note that engagement with the PPG Steering Group is continuous through the Practice manager's and a Senior Partner's membership of the PPG Steering Group.***