

Islington CCG/NC London Area Team
2014/15 Patient Participation Enhanced Service - Reporting Template

Practice Name: The Northern Medical Centre

Practice Code: F83060

Signed on behalf of Practice: *JS Knox*, Practice Manager Date: 31 March 2015

Signed on behalf of PPG: Date:

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: Letter, Notices in the Practice Waiting Room, Phone calls.
Number of members of PPG: 22

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	47.75	52.25
PRG	54.5	45.5

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	15.25	9.88	30.86	17.49	11.18	7.11	4.47	3.76
PRG	0	4.55	4.55	13.65	22.75	22.75	13.65	18.2

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	2937	608	0	2069	191	147	72	250
PRG	6	5						

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	161	44	133	129	261	552	342	354		562
PRG	1				2	4	2	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:

We have put notices in our waiting room and on our Website and doctors and nurses have asked patients in their face to face consultations whether they would like to join. We have actively written to patients in the Age groups and Ethnic groups but without much success as there is little enthusiasm to join amongst our population.

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:

Patient Survey. Complaints and Compliments received. NHS Choices

How frequently were these reviewed with the PRG? *At our 6 monthly PPG meetings*

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Patient Access to Appointments
What actions were taken to address the priority? During the year we had a shortage of regular doctors due to long-term sickness and Maternity Leave of 2 of our partners which affected our availability of appointments as, although we employed Locums to cover for them, inevitably the Locums were not able to deal with all the conditions that they were presented with which meant that they needed to see the remaining Partner or Salaried GPs, whose availability of appointments was consequently affected.
Result of actions and impact on patients and carers (including how publicised): Since September 2014, we have gained a fourth partner and employed 2 Salaried GPs so our availability has much improved and we have become much less reliant on Locums. This was discussed at our PPG Meeting in December 2014, the minutes of which are on our website.

Priority area 2

Description of priority area:

To reduce the length of time it took for receptionists to answer the telephone, the Practice tried to rearrange Reception so that, at the busiest times in the morning, we had a Receptionist dedicated to answering the telephone thus leaving one Receptionist on the desk to deal with patients face-to-face.

What actions were taken to address the priority?

Unfortunately, we found that we still needed 2 receptionists on the desk to deal with the numbers of patients who had come in wanting to see a doctor that day, so we were unable to spare a receptionist to be dedicated to answering the phone.

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

We discussed this with the PPG and explained why the experiment had not worked. This was in the Minutes of the December 2014 Meeting which are on our website.

Priority area 3

Description of priority area:

What actions were taken to address the priority?

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

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):

1. In September 2013, it was suggested that a list of the Doctors and Nurses should be displayed in Reception so that patients could see who they were due to see if their own regular GP was not available. *Action was taken to display the list.*

2. In September 2013, we explained that our Duty Doctor system had started in May 2012 and it was hoped that patients feel that it was helping them see Practitioners within 48 hours. It had also reduced the pressure on Receptionists. This was well-received by the Group. *The Duty Doctor system has proved to be a success.*

3. In March 2013, we discussed the Patient Survey, conducted by CFEP UK Surveys, based in Exeter University, which had been distributed prior to the Meeting. Overall, the Meeting was impressed with the results which showed that the Practice was above or level with the National average in most of the Categories. As the Survey covered the whole of the year 2012 and our Duty Doctor system had only started in May 2012 it was felt that there would be further improvements in seeing Practitioners within 48 hours. *As has indeed been the case.*

4. PPG Sign Off

Report signed off by PPG:

YES Date of sign off: 20 March 2015

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? *We have publicised our own Meetings and those of the North and Pan-Islington PPG Meetings by notices in our Waiting Room and on our Website. We have encouraged existing members to bring their friends and family along with them.*

Has the practice received patient and carer feedback from a variety of sources? *Yes, via complaints, compliments, FFT and NHS Choices*

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? *We have increased the numbers of Face-to-Face and Telephone appointments and, with the Duty Doctor system, have ensured that any patient with an urgent need for treatment or assessment is seen the same day.*

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

