

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) Face to face & email													
Number of members of PPG: 128													
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:								
%	Male	Female			%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2396	2688			Practice	581	416	657	884	777	513	335	323
PRG	56	72			PRG	2	6	22	26	21	16	28	7
Detail the ethnic background of your practice population and PPG:													
	White				Mixed/ multiple ethnic groups								
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed					
Practice	2768	82			89	43	27						
PRG	79	4			4	1							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	338	125	61	88		71	63			1273
PRG	7		2	1		1	2			27

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 feel that our PRG is a good representation of our practice population across the age range, gender and ethnic backgrounds. However, we do feel that it would benefit from some of the younger age group, teens to 20's which we continually try to focus on however, this particular age group seem reluctant to want to join. We continually advertise in the practice for new members and ask patients at registration. Patients can also join the group from the link on our website which can be found on the page "get involved". We will be mentioning our PPG/PRG in our spring newsletter which will be going out shortly.

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:

- SMS text messaging - this is something that the group carried forward from last year as this had not been introduced as we had hoped. However, the idea was very popular with patients when surveyed last year so the PPG wanted to target this to start now.
- Health Promotion is always high on the practice agenda so the PPG thought this area was something we should target to promote how important it is in preventing long term conditions. A survey was carried out in the practice to gauge peoples thoughts about such a day. The practice will also carry out a survey after the health promotion day to seek patients views as to the relevance of the day and to ask if they would like more of these types of events.
- Engaging with the elderly was a topic that the group felt quite passionate about as they feel that some patients in this group could feel lonely and vulnerable.
- An email was sent to the PRG with all 3 proposals and they were asked to inform us if they were not happy with any of the suggestions put forward. No responses were received.

How frequently were these reviewed with the PRG?

This was discussed with PPG at their quarterly meeting on 21/10/14. The discussions around the Health promotion day also took place at their meeting held on 10/02/15 where we had a representative from Health Watch.

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 589 421">Description of priority area:</p> <p data-bbox="203 464 887 496">PPG want to engage with our elderly population.</p>
<p data-bbox="203 577 887 609">What actions <u>were</u> taken to address the priority?</p> <p data-bbox="203 651 2033 767">It was felt that many of our elderly patients are lonely, isolated and vulnerable. The group felt it important to try to reach out to this group of patients to make them aware of what is available locally in the way of groups, advice, how to keep well etc. One of our PPG members works with age UK so she gave advice to the group as to what is available locally and how this group of patients can engage with Age UK. The group also discussed other activities locally that this group of patients could engage with such as exercise classes, book clubs, tea dances, group walks etc.</p>
<p data-bbox="203 849 1312 880">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 922 2022 1102">The group wanted to have something that would get patients attention and raise awareness to local groups etc. It was suggested that we have a poster designed for the waiting area so the practice asked their medical students if they would be happy to work with the group to produce this for their poster presentation. They were happy to do this and worked specifically with our member from Age UK to know what was available locally and add what she and the group felt was important in the message they were trying to portray to patients. A copy of the poster was sent to all PPG members for review and their comments. The poster was presented to the partners and the PPG, all agreed that it was an excellent poster giving the information they felt was necessary for this group. Please see link below to view the poster.</p> <p data-bbox="277 1144 338 1203"></p> <p data-bbox="203 1209 405 1262">Lonliness_Poster_for _Elmhurst[1].ppt</p> <p data-bbox="203 1278 2011 1362">We are very much hoping that this will have a positive impact on this age group and help to alleviate loneliness and encourage patients to engage in local groups which in turn could have a positive impact on their health. If they choose to make contact with Age UK there is a wealth of information they can tap into such as support for carers, benefits advice, combating loneliness, enable independence, advice on keeping safe and much more.</p>

This poster has been printed and displayed in our waiting area and the practice have printed it in paper form so that it is available for patients to take away with them and will also be available in all consulting rooms so that any patients who the clinicians feel would benefit from this can be handed the information.

If this proves to be successful we may look at sharing this poster with other local practices to help with their patients in this age group.

We will carry out a survey later in the year to ascertain from this group of patients whether or not this information has been helpful and whether it has had any impact on their life.

Priority area 2

Description of priority area:

PPG want to engage with patient in regards to health promotion

What actions were taken to address the priority?

A suggestion was put forward to hold a health promotion day where we could have a drop in session for patients to come in and get advice on lifestyle, exercise, healthy eating, have glucose and cholesterol checks etc. The group then thought it a good idea to hold this jointly with the Queen Mary Practice who are the surgery we share the building with. This was put forward to their PPG and they agreed it would be a good way forward. A meeting was held with the 2 groups where they discussed who should be involved in this. Representatives from Age UK and Health Watch were present at the meeting for their input. It was then agreed that the following groups should be asked if they would like to take part.

- Local pharmacies
- Age UK
- Redbridge Life
- Health watch
- Health visitor
- Practice nurse and doctors.
- Local gym/exercise & referral.
- Alzheimer's Society
- Redbridge lifeline
- Patient expert programme
- Dietician

As there are a great deal of plans to be put in place to hold such an event a date of 30th April 2015 was agreed. The group felt that spring is the time of year when people want to make changes to their lifestyle such as diet, exercise etc. and so this should be a good time to promote such an event.

A further meeting was held to discuss who would be responsible for inviting people from pharmacies, local gym etc.

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

We are currently in the process of meeting with the following voluntary organisations to have stalls at the health promotion day. These include Alzheimer's society Age UK, Sensory service, Diabetes UK, Lifeline & Vision. We are also trying to arrange for the Expert Patient Group to attend the day.

At this time we cannot feedback on the results of the day and any impact this will have on patients or carers as this is set to take place on 30th April 2015. The intention is to empower patients to manage their conditions appropriately and with a better understanding and we hope it will help educate patients on the importance of looking after themselves and how making a few changes to lifestyle can help prevent long-term conditions such as heart disease, Diabetes, Stroke etc. We're also hoping it will give carers information on the help that is available to them and to the people they are caring for.

After the event has taken place we will feedback to patients as to the success of the day via our website, newsletter and send an email to our PRG members. The PPG have put forward a suggestion that if this day is successful we could hold another towards the end of the summer so that we can prepare patients for the winter i.e. flu jabs, keep warm keep well etc. and if very successful may be hold smaller sessions throughout the year. A survey will be carried out later in the year to measure the success of these types of events.

Priority area 3

Description of priority area:

SMS text messaging appointment reminders

What actions were taken to address the priority?

The group felt we should go ahead with SMS text messaging using our clinical system even though it is limited as to what types of messages can be sent. As non-attendance for appointments is high between 65-75 per month they felt we should start with appointment reminders. The practice manager agreed to start the SMS text messaging using the clinical system and would take advice on how to set this up. SMS text messaging has only been running for approx. 2 weeks so we will have to wait to see if there is any improvement but we will continue to audit this monthly and feedback to patients on monthly results via our Jayex board in the waiting area and on our practice website.

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

We currently have between 65-75 non attendances each month if we can reduce the number on non- attenders by:

- 20% this would make available between 13-15 appointments which is equivalent to 1.00 whole session.
- 25% this would make available between 18-19 appointments which is equivalent to 1.25 whole session.
- 30% this would make available between 19-22 appointments which is equivalent to 1.75 whole session.

The text messaging has only be running a short while so it is difficult to gauge the impact. However we will continue to monitor this monthly and feedback to the PPG at their next meeting and to our patients via our Jayex board in the surgery. We will feedback monthly to patients and quarterly to the PPG. We will also feedback quarterly to our PRG via email.

We hope in the long-term this will reduce the number of non-attendances at the practice which will in turn make more routine appointments available for patients.

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):

- **Opening times** – ¾ of our patient population were happy with our opening times, but we acted upon the need to be open at lunchtime so the practice is accessible for patients throughout the day.
- **Appointments** – Patients wanted to have more pre-bookable appointments available. We changed our appointment system to reflect what patients had asked for but after only 8 weeks of the new system we had many, many, patients asking for it to go back to how it used to be. We appreciate this is not the perfect appointment system but it appears it's the one that the majority of our patients prefer. We continually look and assess our appointments to ascertain if any changes can be made.
- **Waiting times for consultations to start** – A small majority of patients said they waited between 11-20 minutes for their consultation to start. This is something that was discussed with all GPs and in some cases there has been improvement. However, the GPs feel that they give their patients the time that they need and this is reflected in the number of patients who request to see specific GPs knowing that they may have to wait for some time before their consultation begins. It was also reflected in that 95% of patients were happy with the time given to them by their GP
- **On-line appointment booking** – available for patients
- **On-line repeat prescription requests** – available for patients
- **Electronic prescription service** – available for patients

4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off: 30/03/15

How has the practice engaged with the PPG:

- Face to face
- emails

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

We feel that we have a good representation in our PPG/PRG group however we advertise the group(s) as follows:

- Advertise the group in waiting area
- Offer as part of the registration process
- On our website

Has the practice received patient and carer feedback from a variety of sources?

- Feedback from receptionists
- Verbal Feedback from patients seen by the clinicians.
- NHS choices.
- Computer Audits for non-attenders.
- Our PPG give feedback to the practice at our meetings.
- Friends and Family.

Was the PPG involved in the agreement of priority areas and the resulting action plan?

- PPG has been involved at all stages

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

- SMS Text messaging - reduction of non-attenders for appointments
- Engaging with the elderly - Information for our senior citizens is available in the surgery is the waiting area and printed information available in all clinical rooms so is readily available for patients. This will allow them to contact organisations that can help and support them in many different areas of their day to day life
- Health Promotion day – this will empower patients to better manage their condition(s) and have a more informed decision about living a healthy lifestyle and the benefits they can achieve from this.

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

Our PPG are very supportive of the practice and always have the best interests of our patients at heart of everything they do. The GPs and practice staff are all willing to support the PPG in their decision making and make changes where possible that will better the service we already provide for all of our patients.