

**Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template**

London Region North Central & East Area Team

Complete and return to: [england.lon-ne-claims@nhs.net](mailto:england.lon-ne-claims@nhs.net) no later than 31 March 2015

Practice Name: BOUNDARY COURT SURGERY

Practice Code: F85043



Signed on behalf of practice:

(Hugh Weller-Lewis, Practice Manager)

Date: 27/03/2015

Signed on behalf of PPG:

*Rubeena Mehmed*

(Rubeena Mehmed, PPG Chairman)

Date: 27/03/2015

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, telephone
Number of members of PPG: 7

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<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 40%;">Male</th> <th style="width: 40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>52%</td> <td>48%</td> </tr> <tr> <td>PRG</td> <td>43</td> <td>57%</td> </tr> </tbody> </table>	%	Male	Female	Practice	52%	48%	PRG	43	57%	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>24%</td> <td>10%</td> <td>17%</td> <td>15%</td> <td>14%</td> <td>10%</td> <td>7%</td> <td>5%</td> </tr> <tr> <td>PRG</td> <td>0</td> <td>0</td> <td>0</td> <td>14%</td> <td>72%</td> <td>14%</td> <td>0%</td> <td>0%</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	24%	10%	17%	15%	14%	10%	7%	5%	PRG	0	0	0	14%	72%	14%	0%	0%
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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	57.3%	0.8%	0	2.2%	0.3%	0	0	0.1%
PRG	29%	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	1.3%	0.1%	2.5%	0.1%	0	29.3%	6.0%	0	0	0
PRG	14%	14%	14%	0	0	14%	14%	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:

Boundary Court Surgery is a long-established small surgery (currently c 3,000 list) in the most most deprived area of Edmonton, which in turn, is one of the most deprived areas in London. In 2014 the surgery suffered from the ill-health retirements of both Partners (in March and September respectively). At the end of September the Practice Nurse also left, and the Practice Manager had left some time before. NHS England awarded a short-term contract to “caretake” the surgery and patient list to Evergreen Surgery, starting from October 1 2014. Evergreen Surgery is a large (18,000 list) practice located just over a mile north of Boundary Court with a successful PPG.

Evergreen Surgery seconded one of its senior GPs to manage healthcare provision, supplemented by other experienced clinical staff and

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managers to ensure the smooth running of the surgery. Liaising with the pre-existing Boundary Court PPG was a high priority for the surgery, and an initial meeting took place on December 11 2014, following liaison with the Chair of the PPG.

Publicity inviting patients to join the PPG is displayed in poster form in the surgery, in the surgery leaflet, and is also included on the surgery website, which allows translation in 87 different languages via a drop down menu. The LED patient call board in reception also includes an invitation to join the PPG. The surgery has asked PPG members for their assistance with recruiting additional representatives and for their suggestions for recruiting under-represented groups. The surgery has a mixed patient population, and efforts will continue to recruit more younger patients, who are presently under-represented. The surgery website – established for the Surgery by Evergreen Surgery - is considered an important way of reaching this group.

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 – Edmonton generally has a young and transient population, although the Boundary Court area has a more stable population than the area north of the A406, which forms a natural boundary. All new patients are given information about the PPG, and as mentioned above, publicity is also prominently displayed in-surgery and on the website. However, experience suggests that few younger people, particularly in an area of high social deprivation, wish to engage with the surgery.

### **2. Review of patient feedback**

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

The surgery operates a number of channels for feedback. The Friends and Family Test was introduced from December 2014 and is being operated by paper forms at reception. The results to date have been shared with the PPG. The surgery also encourages comments on services via the website, and through its formal complaints procedure. The PPG itself is also an important source of feedback from patients.

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How frequently were these reviewed with the PRG?

Feedback is reviewed at each meeting, but a detailed review incorporating the results of the Friends and Family Test, complaints and so on was the subject of a detailed review at the meeting on March 24 2015, which was held specifically to develop an action plan for the coming year.

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### 3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Appointments Systems – availability and mix of appointments</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>The surgery has kept its appointments system under continuous review since the caretaking contract began on October 1 2014. In particular, Evergreen Surgery's experience of participating in Enfield-wide reviews of access with the Primary Care Foundation and McKinsey in 2013 has been invaluable in guiding development of a more responsive and inclusive appointments system. The surgery has looked carefully at balance of pre-bookable and "on the day" appointments after discussion with the PPG. The surgery also reintroduced online appointment booking in October 2014.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The changes were felt by the PPG to have had a positive impact. PPG feedback indicated that patients felt the availability of appointments had improved, and that it was easier to book appointments. This was also reflected in a reduction in the level of complaints to staff. The appointments system has been kept under continuous review and following a suggestion by a PPG member, will be further modified to improve the availability of late afternoon/ early evening appointments to suit the needs of working people.</p> <p>The changes have been the subject of publicity on the website and through posters in surgery waiting areas. Frontline staff have also been kept informed to ensure that patients are given correct information when requesting appointments.</p> <p>The surgery has undertaken to continue to review its appointments systems and involve the PPG in evaluating their effectiveness.</p>

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Priority area 2
<p>Description of priority area:</p> <p>Contact Information for Chair of PPG</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>As noted above, the existence of the PPG is publicised in surgery, in the practice leaflet and on the surgery website. To facilitate feedback from patients, the Chair of the PPG has agreed to her email contact details being made available in surgery to allow and encourage patients to give her feedback directly about the surgery.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>A poster advising patients of the PPG chair's willingness to be contacted by email is to be drawn up and placed in the surgery reception area, possible with a dedicated email address. The poster information can also be placed on the surgery website as part of the "patient participation" area</p>

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### Priority area 3

Description of priority area:

Extension of "Friends and Family" Test

What actions were taken to address the priority?

At its March meeting, the PPG were advised of progress so far with the Friends and Family Test and the results and feedback to date. Although some patients had taken advantage of the opportunity to comment, the numbers involved were too few to draw any statistically valid conclusions. One of the PPG members, who is a local retail pharmacist, offered to take Friends and Family Test forms and a collection box for Boundary Court patients to feed back while waiting to collect prescriptions.

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

The pharmacy has been supplied with an initial quantity of FFT forms. Further forms will be produced shortly identifying them as coming from the pharmacy so they can be separately enumerated. An NHS collection box is being supplied. The pharmacy staff will draw the attention of patients to the opportunity to comment on the surgery via the FFT scheme.

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Progress on previous years

Is this the first year your practice has participated in this scheme?

Yes at Boundary Court, although the PPG has existed for longer under the previous GP Principals

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



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### 4. PPG Sign Off

Report signed off by PPG:

Yes

Date of sign off: 27/3/2015

How has the practice engaged with the PPG:

Through face to face meetings, emails and publicity on the website

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

The surgery has made the website one of its key channels of communications, aiming to reach a young and multi-ethnic community.

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

Feedback is received from written comments and complaints, from the website and from the PPG. Previous patient surveys and the Friends and Family Test are also used. Comments received by individual staff and GPs are also channelled through regular team meetings.

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?

Improved appointments system, telephone system and better trained frontline staff as mentioned above

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

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The Surgery has found the involvement of the PPG to be very positive and has greatly welcomed their input into developing a new surgery in a particularly deprived area with very significant health inequalities.

The PPG comments that it has noticed a marked improvement in the “frontline to patient interface” at Reception, in the surgery and via the telephone.

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