

Lea Surgery Patient Participation Group Report 2014/15

London Region North Central & East Area Team

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

Practice Name: Lea Surgery, 186 Homerton High Street, London, E9 6AG

Practice Code: F84105

Signed on behalf of practice: Dr Ajay Goel

Date: 26.3.15

Signed on behalf of PPG: Mr Razaq Dauda

Date: 26.3.15

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 every 3 months											
Number of members of PPG: 12											
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	49%	51%	Practice	22%	9%	26%	18%	12%	6%	4%	3%
PRG	7	5	PRG		1			3	2	3	3

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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	33%	1%	1%	15%	2%		1%	2%
PRG	6				2			1

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	4%	3%	3%	1%	2%	17%	1%	12%	1%	1%
PRG						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:

The practice staff/doctors recommend patients to be recruited to the PPG, trying to ensure a wide mix of patients are included. We include an invitation to all patients in the learning disabilities register since they were under represented and have personally invited such a patient to attend

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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 - very diverse population in terms of ethnicity and age range. We have tried to get as broad a mix as possible.

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

- A. Highlighted on the surgery website
- B. Poster in waiting area
- C. Personal Invitation
- D. Writing to all patients with learning difficulties, inviting them to be involved.

It has not been easy to recruit active members to the PPG who will attend once a quarter. Mainly the elderly find time for this. Younger patients have difficulty with busy lifestyles.

2. Review of patient feedback

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

These were reviewed in our PPG meetings and the members also view the comments put up on the website.

- NHS Choices
- Patient Survey
- Friends and Family test

How frequently were these reviewed with the PRG?

The patient survey was reviewed once; the FFT in every meeting once it had started. Other feedback eg NHS Choices feedback in each meeting as appropriate.

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Access to a female GP</p> <p>1 female doctor left and 1 female doctor went on maternity leave, leaving us short of female doctors. This was flagged up as a problem.</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>We have employed a female locum GP to provide cover until the doctor on maternity leave returns. We have also highlighted the fact that there are 2 female Advanced Nurse Practitioner who can deal with any gynaecological problems. These were reviewed by the PPG during this year and it will be reviewed once the new female locum GP is in place.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>It was publicised by a poster in the waiting room and by the reception staff offering the service of the advanced nurse practitioner when patients request to see a female doctor during the time she is not here and by informing the PPG. We have had no further complaints regarding this issue.</p>

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Priority area 2

Description of priority area:

Patient toilet was noted to be untidy on occasions.

What actions were taken to address the priority?

We discussed this in the PPG meeting 19.11.14 and also in a subsequent practice meeting 24.2.15 and have instituted A regime where the toilet is checked regularly at lunchtime and 4 pm every day, ensuring it is tidy, clean and stocked.

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

The members of the PPG have commented on the difference as they made a point of checking on the progress themselves. There have been no further complaints regarding this issue.

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Priority area 3

Description of priority area: The waiting area was untidy and chairs needed improvement. The chairs used to be cloth.

What actions were taken to address the priority?

We reviewed it with the PPG and we replaced all the waiting room chairs. The new chairs are wooden and fully cleanable; compliant with CQC

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

The chairs are better in terms of infection control, since they can be cleaned easily. The improvement was discussed by the PPG who were delighted at the improvement.

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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):

1. Telephone – There was difficulty in getting through on the telephone so we replaced the telephone system and added a new line.
2. Check-in System – The previous one had been smashed so we replaced with a new one that also offers the option of checking in with a different language.
3. Lea Surgery Quarterly Newsletters – The newsletters are now produced quarterly and displayed in the waiting area; circulated to the PPG and entered on the website.

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4. PPG Sign Off

Report signed off by PPG:

YES

Date of sign off:

How has the practice engaged with the PPG:

The PPG members meet on a quarterly basis. Minutes of the meetings is circulated to the members who have the opportunity of giving their advice on how we can best move forward in improving the service to the patients.

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

Efforts have been made in the form of advertising on NHS choices, posters in the waiting room, verbal comments about the Patient Participation Group and inviting patients to get involved.

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

YES. NHS choices, Family and Friends test and verbal comments

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?

A new telephone system was purchased and dedicated staff members have been employed to ease the pressure as the telephones were constantly ringing.

A new check-in system was purchased, enabling patients to check themselves in and not having to wait for receptionist to do this. It

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reduced the queue and waiting time to check in for appointments.

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

The PPG has made patients feel more inclusive of the services provided.

Their comments have been taken on board and solutions to the problems have been found and implemented.

The PPG are looking forward to taking a more active role regarding the refurbishment of the property and its expansion.

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