Practice Name: Hampton Medical Centre

Practice Code: H84040

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

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| Does the Practice have a PPG? YES | |
| Method(s) of engagement with PPG: Face to face, Email, Other (please specify)   * *Both face to face and via e-mail* | |
| Number of members of PPG: 37….. | |
| Detail the gender mix of practice population and PPG:     |  |  |  | | --- | --- | --- | | % | Male | Female | |  |  |  | | PRG | 13 | 24 | | Detail of age mix of practice population and PPG:     |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | |  |  |  |  |  |  |  |  |  | | PRG | 0 | 0 | 2 | 2 | 4 | 7 | 10 | 12 | |
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| 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 profile of our patient group consists of a wide variety of ages, from young parents to retired couples, a practice manager from another GP surgery, our own GPs, the Management and members of our admin/reception team. There is an open invitation for any new members to join the group. Information can be obtained at Reception.  We also advertised on posters around the Medical Centre and placed an advert on the website asking patients to use the contact form to express interest* | |
| 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

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| Outline the sources of feedback that were reviewed during the year:  *The friends and family test*  *Scores and comments from NHS choices*  *Comments submitted on our website*  *Comments made to Practice Manager and GPs on the telephone* |
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 3.     Action plan priority areas and implementation

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| Priority area 1 |
| Description of priority area:    *Review of the appointment system* |
| What actions were taken to address the priority?    *In July 2014 the surgery introduced the Telephone triage system. This means that instead of phoning the practice and having a receptionist book an appointment for the patient, the reception team will ask a few questions and then the request will be dealt by the triage GP or senior practice nurse. The triage team will call the patient back, establish patient’s needs are and book an appointment with the most appropriate clinician if that is necessary. Therefore if the clinical team think the patient need to see the doctor the same day then this will be booked straight away. Alternatively they may be able to help the patient without the need for the patient to be seen in person.*  *The practice offers a range of appointments to suit patient’s needs:*   * ***Book on the day****- these appointments are booked on the day at 08:30 by triage doctor,  to get the appointment on the day please call 0208 979 3306 to speak to a GP who can get it arranged for you.* * ***Advanced appointments****- these can be booked up to 3 weeks ahead if you want continuity of care with a named GP.* * ***Telephone appointments****- telephone appointments are available each day with a GP.* * ***Emergency appointments -****are offered daily for "emergencies" only.* |
| Result of actions and impact on patients and carers (including how publicised):    *The surgery has received couple of complaints about the new system in summer 2014 as some patients did not understand the system fully. The changes of the system has been advertised in the waiting area, by the poster on the front door to the surgery as well as on our website. The surgery also created two leaflets available for the patient with information about the new system. The system has been complimented on number of occasions by new mothers as well as working professionals. The results have been generally positive but we feel there is room for improvement therefore we will carry on working hard in this area to improve overall patient experience.* |

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| Priority area 2 |
| Description of priority area:    *Difficulty getting through on the phone especially at 8,30am. It was noted that as a result of high call volume after opening the phone lines at 8.30am this lead to the lines being very busy.* |
| What actions were taken to address the priority?    *We looked at various ways on how we could try and reduce the waiting times for patients ringing first thing in the morning.*  *We increased the capacity of staff answering calls first thing, pre-booked the early appointments to minimise need of calling first thing as well as we allowed more appointments to be opened to online booking system in order to reduce the number of phone calls in the morning. Patients were also able to order their prescriptions online and use Electronic Prescribing system via their chemists which reduced the number of queries about their medication.* |
| Result of actions and impact on patients and carers (including how publicised):  Reduced waiting times for patients ringing first thing in the morning  Increased patients choice in ways to communicate with the practice  Reduction in number of calls due to online services, booking the appointments as well as ordering prescriptions  Shorter waiting time due to more staff assisting in answering the phone first thing in the morning |

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| Priority area 3 |
| Description of priority area:    *Last year our patients have also mentioned that posters and leaflets in the waiting room area should be reorganised, Practice Staff photographs in the lobby should be updated and the practice website should be reorganised.* |
| What actions were taken to address the priority?     P*osters and leaflets in the waiting room area have been looked at, updated and reorganize*  *Practice Staff photographs in the lobby have been updated*  *Practice website have been redesigned and reorganised.* |
| Result of actions and impact on patients and carers (including how publicised):    *Positive comments received from the patients as well as i.e. candidates who applied for a job in our practice and have looked at the website to obtain some information about the practice.*  *New leaflet and posters displayed in the waiting area including the information about new appointment booking system, EPS etc*  *Updated website with new design and updated staff photographs* |