

Annex D: Standard Reporting Template

London Region [North Central & East/North West/South London] Area Team

2018/2019 Patient Participation Enhanced Service - Reporting Template

Practice Name: Island Medical Centre

Practice Code: F84647

Signed on behalf of practice: SD

Date: 10th March 2020

Signed on behalf of PPG: 

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

Does the Practice have a PPG? YES											
Method of engagement with PPG: The PPG engaged with the practice on a face to face basis in meetings held at the surgery on these dates:											
11/07/2019 18/09/2019 10/12/2019 05/03/20											
Number of members of PPG: 41											
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:						
%	Male	Female									
Practice	4600	4178	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	12	29	Practice	1391	769	3216	1940	751	408	166	137
			PRG	0	3	6	7	5	3	7	10

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	589	11	1	2406	39	35	59	389
prg	11	1	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	721	84	1419	620	291	200	61	105	38	
PRG	2	1	10	5	2	0	1	1	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:

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The practice has a very active PPG . To ensure that patients are representative from our practice population the practice uses the following methods to engage and communicate with patients:-

Methods used to Invite patients to join the PPG 1) face to face 2) by letter 3) via the patient board 4) By posters 5) By the practice website .

Patients from the Bengali and Chinese speaking communities were also targeted to attend the meetings held at the practice .The doctors and PPG

Facilitator proactively encouraged engagement within these ethnic groups. As a result 7 new members have joined the PPG from these groups in the last year. These groups were underrepresented at the practice and now they are able to attend and feedback information to their wider communities.

The practice endeavours to invite all to attend PPG meetings and also conducts regular patient surveys over a two day period once monthly. The surveys are disseminated randomly irrespective of patients from diverse social and economic backgrounds, or those with protected characteristics and those with mental health conditions.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?

No -

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? **NO**

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:

Ipsos Mori Survey - once yearly 11/07/2019

Friends & Family Test Surveys - Quarterly 11.07.2019 10.12.2019

Practice Newsletter -August 2019

Complaints -11.07.2019

PPG run Charity Event - 18.09.2019

How frequently were these reviewed with the PRG? On the dates given above

The above information has been shared with the PPG on the above dates.

Priority area 1

Description of priority area:

- **Building Capacity Exceeded**

What actions were taken to address the priority?

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
<p>One of the priority areas that were raised by the PPG in 2016, was that of limited building space capacity. Due to a growing practice list size this problem arose. Also admin space had also been exceeded and staff were working in the kitchen area at the back of reception. The PPG had noticed that there was no rest room for staff and as a result they were often being disturbed whilst having their break at the rear of reception.</p> <p>After many months the landlord agreed for the adjoining flat space to be used. The council agreed to pay for the works. Authorisation was given for the practice to be renovated and remodelled in order to meet essential maintenance requirements.</p>	<p>External companies and contractors were called in to design more clinical consultation rooms and create space for I.T installations, storage utilities and workspace for the admin team.</p> <p>Over the past year many discussions/negotiations have taken place and a proposed moving date was suggested for the spring of 2020.</p>	<p>PM and Hurley Group</p> <p>Hurley and the landlord</p>	<p>March 2020</p> <p>This was discussed at the PPG meeting on 10.12.2019</p>

<p>One of the most important things raised by the PPG was that of informing all registered patients of the move. However, the practice assured the PPG that all patients would receive written notification well within the appointed time.</p> <p>In December 2019 the CCG met with the Primary care Committee and approval was given for the practice to temporarily relocate to the second floor at Dockland Medical Centre.</p> <p>The building works will take a maximum of 6 months, from summer 2020. Patients will be seen (temporarily at Docklands Medical Centre) within the local Primary Care network. Other options were considered for the relocation such as Island Heath Centre which is a distance from IMC of 0.4 miles away however it did not have any capacity to accommodate IMCs patients. Barkentine Health Centre was also considered as an option which is a distance of 1 mile from IMC however as this is farther geographically than DMC the option was not considered viable.</p> <p>Hurley Group meet with CCG and external contractors on a monthly basis to progress works.</p>	<ul style="list-style-type: none"> • The PPG were updated on progress at every meeting. The PPG unanimously agreed that all patients should be well notified in advance of the expected moving date. • Patients will be informed of the move to Docklands Medical via the following methods : PPG meetings, Text, website, messages, via prescription, letters, posters leaflets, local newspaper , local library, convenience stores/ post office/ community centres <p>PPG are updated on progress at all meetings.</p>	<p>Facilitator /PM/ Hurley Group</p> <p>PM/Senior team at the practice</p> <p>PPG Facilitator/PM</p>	<p>10.12.2019</p> <p><i>Not yet confirmed</i></p> <p>Discussed at meeting on 05.03.2020 with the PPG</p> <p>PPG facilitator took this information to PPG meeting on 5.3.2020</p>	
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Result of actions and impact on patients and carers (including how publicised):

Updates were made via the PPG meetings. Patients were alerted of the upcoming changes via posters in the waiting room and via the digital TV system in the waiting room. The practice will also send out a letters to the homes of all patients to provide them with information regarding the temporary relocation. There will be little impact on patients and carers as all services will still continue to be provided. The doctors, clinical staff and reception staff will remain the same. Current patients will remain registered to IMC.

The renovation works will increase the number of consultation rooms to meet the demands of the growing population which will better meet patient's needs. As the temporary location at Docklands Medical Centre is 0.9 miles away this should serve the patients well as it is well supported by public transport. Patients can reach the temporary location within 19 minutes of walking or a 10 minute bus ride. The Out of hours provision is undertaken by the GP Out of Hours Tower Hamlets GP Care Group CIC. There would be no change to the current arrangements as the relocation does not affect the way out of hours care is provided to patients of IMC or DMC. As the temporary premises have a lift available, this means that patients and carers with limited mobility problems can easily access all services. The move itself will be planned to take place with a minimum of disruption to services.

Priority Area 2

Description of priority area:

On line e-Consult services

Priority Area

Actions

Who does this ?

Deadline

In order to improve appointment availability the PPG agreed that the practice should promote the use e-consultations. This allows patients to have an online consultation with a doctor via a questionnaire detailing the patient's medical condition. The GP will respond to the patient by the end of the next working day.

The Hurley group would provide training to staff members. Patients will be asked at every encounter to consider using this service. Reception will enquire from patients the reason why they are requesting an appointment with the doctor.

- The patient group forum is well supported by a significantly older age population. Many within this category informed the practice that they would not test this facility as they struggle with technology. However, they happily agreed to recommend it to others who were more computer literate.
- The PPG facilitator analysed e-consult statistics of saved appointments and took the data to the PPG meeting in December 2019 for the period of 02.12.2019 and 08.12.19 and showed examples of saved appointments. In one week 78 e-consults were submitted to the practice and an estimated 46.8 appointments were saved as a result. The PPG were pleased to hear the results and would like to be updated about this in future meetings.
- Training was given to the reception and administration staff
- A telephone script was used for reception to encourage patients to use this service.
- The practice received two Ipads in order to pilot E-consult.
- The Hurley provided training on how to use e-consult via the ipad and how to promote this to patients.

Hurley / PM

PPG Facilitator
KB/ AN

PM/ Reception and
Lead Administrator

Ongoing

Taken to PPG meeting on 10.12.2019

From July 2019 onwards

	<ul style="list-style-type: none"> • Receptionists were also encouraged at reception to assist patients to fill out an on line e-consult if they did not feel confident to use the service. This is a way to train patients also to use this service. • In the patient meeting in December 2019, reception staff demonstrated to patients how to carry out an online consultation via the ipad. A presentation was given so that patients could see how simply this could be done. The PPG were shown how to complete an e-consult during the meeting on December 10th 2019. 	YB / KB / AN	

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

The practice advertises e-consults via a large poster in the reception and waiting room area. E-Consults are offered to patients at every opportunity. It is also the first thing that patients see when they use the practice website and the first message they hear when they contact the practice by telephone. Patients are also offered via face to face encounter at reception.. The results show that multiple appointments have been saved each week per clinician. Patients who need to be seen are able to quickly access a GP whereas others who do not need to be seen still access medical help and treatment for their condition within a 24 hour time frame. Generally speaking, the e-consult service has been positively received by patients. However, there are some patients who are not computer literate and wish to refrain from using this service which is perfectly acceptable. However they were flexible and willing to accept assistance to use it by means of the help of a family member or friend if they felt that their medical condition did not necessitate them physically seeing a doctor.

Priority area 3

Website redevelopment

Priority Area Who does this?	Deadline	Actions	
<p>The Hurley group commissioned a new website for Island Medical Centre . This would enable them to improve communication with patients, update information on a regular basis and provide patients with relevant information about the practice.</p> <p>The practice used a company named Tree View Designs. The website can be read in 103 different languages. Patients can select their language and the text will automatically be converted into the specific language choice. The website was designed so that the practice could make changes to it themselves. This allows the practice complete control which ensures that the content remains current and relevant for patients.</p> <p>The website has a Breaking News facility so that important messages/ announcements can be given to patients when necessary Tree View Designs discussed specific needs with the practice to ensure it met their requirements.</p>	<ul style="list-style-type: none"> • This matter was taken to the PPG in July 2019, and the PPG agreed that this was a fundamental way to communicate changes and updates to the wider practice population of the services that are provided. The PPG felt that it should be easy to use, simple to navigate, and informative. • The PM and Lead administrator checked the various tabs on the website, set up new users and edited staff details .Senior staff team were given access to use the website in order to enable them to edit, update and inform patients of changes when relevant. A 'How to guide' was given to better understand how to use the website. • The features of the website were feedback to the PPG at the end of year meeting in March 2020. 	<p>Lead Administrator AN</p> <p>PM/ Hurley and Tree view designs & Lead Administrator</p> <p>PPG Facilitator</p>	<p>December 2019</p> <p>October 2019</p> <p>March 2020</p>

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

The website has had no negative impact on patients and carers in fact there has been only positive feedback received regarding the remodelling and restructuring of the website. The practice will continue to monitor to monitor the feedback regarding the website in their practice team meetings. Patients have found it relatively easy to use and navigate. The changes were publicised via posters in the waiting room and via the PPG meetings.

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):

Priority Area	What action has been taken?	Who is responsible for this?	What action still needs to be taken?	Deadline
<p>Regular GP Since 2016/7 the practice tried hard to recruit a regular GP. The practice successfully recruited another regular doctor at the end of 2019. Dr Aiyodeje Oladele joined our staff team and works at the practice over two days per week.</p>	<p>Dr Oladele was introduced to the PPG in December 2019 At the PPG meeting. The PPG were happy that the practice had been able to recruit a third regular GP.</p> <p>As there is still room for another regular GP The practice continues to advertise the post of regular GP via the Hurley</p> <p>In the interim period of securing another regular GP the practice continues to secure locums on a longer term basis.</p>	<p>Hurley and PM</p>	<p>Continue to advertise the position</p>	<p>ongoing</p>

3. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: _____

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How has the practice engaged with the PPG: YES

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

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

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? YES

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

