



**The Keats Group Practice**  
**Patient Participation DES –**  
**Local Participation Report 2013-14**

**Document Control**

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**B. Document Details**

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# The Keats Group Practice Local Patient Participation Report



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## A description of the Practice Profile of the members of the Patient Participation Group (PPG):

**Total number of PPG Members: 67**

### **A breakdown of the Patient Participation Group Age, Sex and Ethnicity:-**

Male	Female
39%	61%

Age groups	17-24	25-34	35-44	45-54	55-64	65-74	75-84	Over 84
	2%	15%	12%	7%	9%	30%	16%	9%

Ethnicity	White	Black or Black British	Asian or Asian British	Mixed	Other
	67%	2%	3%	3%	25%

## A description of what steps the Practice has taken to ensure that the PPG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:

Following on from the creation of our core PPG in 2011. Steps have continued to be taken to encourage more patients to sign up to our practice virtual patient group as well as to our core group so as to have as wide a patient representation of the Practice population as possible. Within 2013-14 steps have included the following:

- PPG information leaflet and sign up form continues to be provided to all new patients registering with the practice.
- Ongoing dedicated web page to PPG which also provided information about the group and sign-up form.
- Dedicated PPG Information board displaying Posters, leaflets and information
- Patients opportunistically informed of PPG with details provided as to how they could sign up.
- PPG volunteers assisting with the practice annual walk-in flu clinics, informing them of the work they were doing and encouraging others to sign up.

- PPG in conjunction with Practice hosted an Open Evening which included a paediatric life support training session which provided 15 places for parents of young children. All places were taken.

Since the formation of the core group, we have been pleased to have welcomed two new members to the PPG core group bringing the total to 12 members.

We continue to strive to have a PPG representative of a cross section of our population and whilst making some progress, the Practice and the Group are keen to improve this and continue to welcome registration from patients to our virtual patient group. Please refer to our 'Patient Participation Group' section on our website, <http://www.keatsgrouppractice.nhs.uk/ppg.aspx>

We are still currently under-represented by:-

- Young people

### **A description of how the Practice and the PPG determined and reached an agreement on the issues which had propriety within the Local Practice survey:**

The Group meets monthly to review and discuss any proposed action areas which are based on them working to their common aim, "to promote co-operation and enhance communication between the Practice and the Partners to the benefit of both". One of the ways to achieve this, as listed within the Group's Terms of Reference, is to improve patient experience concerning access to services and interaction with the practice through all communication channels.

The Group, had already decided, that they wanted to host an annual event that would be organised during National Patient Participation Awareness Week (7<sup>th</sup> – 14<sup>th</sup> June 2014) in addition to some patient education/information events that would be organised throughout the year. Following discussion between the Group and the Practice Manager, it was agreed that the GPAQ survey questionnaire be used with two additional questions added, by the PPG, in order to understand topic areas that patients would be interested in.

### **A description of how the Practice sought to obtain the views of its registered patients**

The updated survey was uploaded to the practice website with copies made for handing out to patients attending the practice in person. These were handed out by reception at the time, a patient checked in for an appointment.

The survey was also emailed to our registered non core PRG members encouraging them to complete the survey online.

The Practice collated results both from our website & surveys completed manually by patients attending the surgery during the period, 27<sup>th</sup> February 2014 – 20<sup>th</sup> March 2014.

## **A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together**

Review and discussion of the 2013-14 survey results have been scheduled to take place as follows:-

- Thursday 3<sup>rd</sup> April 2014 – With All staff
- Monday 14<sup>th</sup> April 2014 – With PPG (meeting rescheduled from 7<sup>th</sup> April)

A review of the progress made against the action plan for 2012-13 took place within the PPG monthly meetings during December – February 2014.

### **Telephones - Review of Actions 2012-13**

- PPG newsletter to be produced to include details of best times to call the practice for routine appointments.
- Practice telephone supplier changing in April 2013. 0844 number to be dropped, local 0203 will be the main number for the practice.

#### **Update:**

- 1<sup>st</sup> PPG Newsletter created in February 2014 and circulated within the practice, uploaded onto PPG webpage and posted to Housebound patients.
- Practice telephone supplier changed in April 2013. 0844 no longer in use. Practice Manager informed the group that complaints regarding the cost of calls were no longer being received. Length of time holding on phones still an issue.

### **Actions Agreed 2013-14**

- Telephone Access to remain a priority area.

### **Patient Access - Review of Actions 2012-13**

- Promotion of online services and opening hours to be included within PPG newsletter
- An automated information message to be added to the new phone system promoting online services and informing of opening hours in particular late opening.
- PPG to further increase patients' awareness of what our Nurse Practitioner, Mary De Kauwe, is able to do and how they can book with her by creating a poster for display within the practice and on website. To also include information within the PPG newsletter.

#### **Update:**

- Online services promotion included within February 2014 newsletter.
- Poster created by Group – displayed on website and within the practice. Was also highlighted within a Camden wide meeting as being a good example of promoting staff and services.

### **Actions Agreed 2013-14**

- Automated information message on telephones still to be added.
- To review whether TV information screens (due to be installed in the Practice during 2013-14 ) improves communication between Practice and patients.
- To use the survey results to plan the context of the next PPG newsletter and agenda for patient educational events and agenda for annual Open Meeting.
- To review the outcome of the Practice's Innovation Pilot – Clinical and Reception Triage
- To review and agree the role of the group with the introduction of the Friends and Family test during 2014-15.

### **Complaints - Area added for 2013-14**

- Complaints to be added as a regular PPG agenda item provided. PPG member has been selected to liaise with PM in reviewing the justification of the complaints received (patient services/access) and objectively assess the way in which they have been managed by the Practice. Patient information will be anonymised.

### **PPG - Area added for 2013-14**

- To increase the group's representation in the wider locality of Camden.

**Copy of this report and our Survey results to be publicised on website and in the practice, copies will be available for patients to take home.**

Survey results can be viewed by clicking on,  
<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=189169&v=F83623>

**A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:**

The surgery is open from:

8am to 8pm Monday, Tuesdays and Thursdays

8am to 7:30pm Wednesdays

8am to 6:30pm Fridays

The practice is closed daily between 1- 2pm.

Access to services available via telephone; online; In person; email (pilot)

**A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.**

***The Practice opens every***

Mondays, Tuesdays & Thursdays evenings from 6.30pm to 8pm; Wednesdays from 6:30pm to 7:30pm and provides all pre-book able appointments. The healthcare professional available during these sessions is either a GP or Nurse Practitioner.