

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	46	54
PPG	43	44

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	24	6	14	20	14	8	7	5
PPG	0	1	11.5	10	9	11.5	34.5	22

Detail the ethnic background of your practice population and PPG:

%	White				Mixed/multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black caribbean	White & black african	White & asian	Other mixed
Practice	41	1		34	0	0	0	0.3
PPG	71	4.5					2	

	Asian / Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	2.5	0.4	0.2	1.5	2	1	0.3	0.1	0.09	1.3
PPG	2						1			18

Practice: 14 % Not specified.

Describe steps taken to ensure the PPG is representative of the practice population in terms of gender, age, ethnic background and other members of the practice population:

- 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.
- Clinicians will opportunistically inform patients, where appropriate of the PPG. This has recently resulted in a new mother being recruited to the group.

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 Adults

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:

1. Review of patient feedback

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

Non clinical complaints; Comments added to NHS choices; Responses and comments from Friends and Family test, review of NHS England GP practice survey results

How frequently were these reviewed with the PPG?

Added as a regular agenda item for review within monthly meetings. GP practice survey results reviewed quarterly.

2. Action plan priority areas and implementation

Priority area 1

Description of priority area:

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

What actions were taken to address the priority?

1. Two members of the group put themselves forward for two new wider Camden patient groups:-
 - a) North Locality Patient Alliance Group
 - b) Camden Patient Engagement Group (CPEG)

2. Members were invited to Practice locality meetings, held monthly and Camden wide meetings relating to the development of GP federation(s).

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

- 1 member was accepted onto the board for the North Locality Patient Alliance Group
- 1 member was voted to the board of the Camden Public Patient Engagement Group

Both of these Camden wide groups are still within their infancy stages. It is our hope that by having representation on these groups, a greater opportunity will be provided for our patients' voice and opinions to be heard in shaping services for all Camden patients. As present notification of CPPEG meetings are circulated via email to all PPG members.

Priority area 2

Description of priority area:

To review complaints and concerns regarding patient access and services, objectively assessing the justification of the complaint/concern and the way it was managed by the Practice.

What actions were taken to address the priority?

1 member of the core group allocated as a contact for complaints review and assessment.

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

One complaint received regarding one of our health visitor services, was reviewed and discussed with PPG who assessed that the practice handled it effectively. Reassurance and confidence in the practice was provided to the patients involved who were each written to by the practice to inform of the issues identified and the actions taken to address them. Positive feedback was received from some of the patients expressing how well they thought the practice had proactively handled the issue.

Priority area 3

Description of priority area:

To gain a better understanding of the frontline services; appointment system and improve communication methods between virtual group patient members, core group and general patient population.

What actions were taken to address the priority?

- All virtual PPG members were personally invited to a meeting held on the 4th June 2014.
- Two members of the core group spent an hour observing Reception staff to gain a better understanding of their varied functions.
- One member of the group met with the Practice Manager to understand more about the appointment system.
- Email address list of all virtual group members passed over to an identified member of the core group member who volunteered to undertake communications with group.

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

- Following the open meeting, in which information was provided about, summary care record, care.data and Camden integrated digital record, an additional PPG member was welcomed to the core group.
- A better understanding of the practice appointment system and pressures faced by reception staff.
- Patient newsletter created by the core PPG group and circulated to all patients.

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):

Telephones

- PPG newsletter produced by core PPG group and published in February 2014 and December 2014. Included promotion of the best times to call the practice for routine appointments in a bid to help with reducing the length of time patients were holding. A review of holding times showed that they were reducing.
- Complaints regarding the costs of calls eliminated following the introduction of a local rate (020 3) number in April 2013.

Patient Access

- Promotion of online services included within February 2014 newsletter and continued in the December 2014 newsletter with the addition of access to medical records (allergies, immunisations and medications).
- An automated information message was added to the new phone system promoting online services and informing of opening hours in particular late opening.
- A poster was created by the 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. This is displayed within the practice and on website with mention made within the February 2014 newsletter. The poster was also highlighted within a Camden wide meeting as being a good example of promoting staff and services. An increase in the number of patients requesting an appointment with Mary has been experienced.
- The group worked with the practice in implementing a pilot triage service to help in meeting the increased demands for a face to face appointment. A couple members of the group were involved in a facilitated workshop with the Reception team and contributed to developing the script and process that was to be followed. The pilot lasted 10 months and although deemed successful, it had to be withdrawn due to a lack of funding. Again, the group were included both in the evaluation and outcome of the service. The wider group of patients were updated about the triage service within the December 2014 newsletter which also informed of the process that would be undertaken by Reception staff in order to ensure that a patient's request for an appointment was handled in the most appropriate way.

3. PPG Sign off

Report signed off by PPG: YES

Date of sign off: 02/03/2015

How has the practice engaged with the PPG:

Via monthly face to face meetings with the core PPG group; open meeting for all members (virtual & core group); Representation from PPG within Practice training sessions for a pilot triage service.

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

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

Yes - NHS Choices; Results from clinical triage survey; NHS England GP Survey (MORI)

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?

Improvements made to information provided to patients via the website; practice leaflet;

Do you have any other comment about the PPG or practice in relation to this area of work? This has provided an opportunity to build wider links with the wider community.