

**BCCCCG (BSA) Area Team**  
2014/15 Patient Participation Enhanced Service

Practice Name: **HAMD MEDICAL PRACTICE**

Practice Code: **Y03597**

Signed on behalf of practice: **DR M ABID BHATTI**

Date: 23.03.2015

Signed on behalf of PPG: **MR M FAROUK**

Date: 23.03.2015

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

Does the Practice have a PPG? <b>YES</b>																																					
Method of engagement with PPG: <b>Face to face EVERY 4 MONTHS</b>																																					
Number of members of PPG: <b>20</b>																																					
Detail the gender mix of practice population and PPG: (4383) <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">%</th> <th style="width: 30%;">Male</th> <th style="width: 30%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;"><b>2086</b></td> <td style="text-align: center;"><b>2297</b></td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">12</td> <td style="text-align: center;">8</td> </tr> </tbody> </table>	%	Male	Female	Practice	<b>2086</b>	<b>2297</b>	PRG	12	8	Detail of age mix of practice population and PPG: <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 10%;">%</th> <th style="width: 10%;">&lt;16</th> <th style="width: 10%;">17-24</th> <th style="width: 10%;">25-34</th> <th style="width: 10%;">35-44</th> <th style="width: 10%;">45-54</th> <th style="width: 10%;">55-64</th> <th style="width: 10%;">65-74</th> <th style="width: 10%;">&gt; 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td style="text-align: center;"><b>1464</b></td> <td style="text-align: center;"><b>745</b></td> <td style="text-align: center;"><b>836</b></td> <td style="text-align: center;"><b>608</b></td> <td style="text-align: center;"><b>320</b></td> <td style="text-align: center;"><b>217</b></td> <td style="text-align: center;"><b>106</b></td> <td style="text-align: center;"><b>85</b></td> </tr> <tr> <td>PRG</td> <td style="text-align: center;">0</td> <td style="text-align: center;">3</td> <td style="text-align: center;">5</td> <td style="text-align: center;">1</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> <td style="text-align: center;">3</td> <td style="text-align: center;">2</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	<b>1464</b>	<b>745</b>	<b>836</b>	<b>608</b>	<b>320</b>	<b>217</b>	<b>106</b>	<b>85</b>	PRG	0	3	5	1	3	3	3	2
%	Male	Female																																			
Practice	<b>2086</b>	<b>2297</b>																																			
PRG	12	8																																			
%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75																													
Practice	<b>1464</b>	<b>745</b>	<b>836</b>	<b>608</b>	<b>320</b>	<b>217</b>	<b>106</b>	<b>85</b>																													
PRG	0	3	5	1	3	3	3	2																													

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	127	7		193	2	7	5	33
PRG	1	0	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	84	2981	158	1	183	116	24	144		121
PRG	1	15	1	0	1	0	1	0	0	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:**

1. We displayed poster in main reception area – advertising the PPG, Hamd medical practice is relatively a young practice has only been 2 years since opening (Oct 2012) hence small but proactive PPG.
2. PPG invitations were printed and placed in reception –asking patients who would be interested to complete a PPG interest form, which would then be given to practice manager and PPG chairperson to register interest and contact patient with general information and future meeting dates.
3. PPG advertised on the website.
4. PPG advertised on our facebook page.

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

**Yes**, we do have a certain practice population from Cambian Cedars who provide an intensive mental health rehabilitation service for up to 22 male patients with learning disabilities and other complex needs. We would like the carers or a member of staff from Cedars to join our group so we could get some feedback.  
Unfortunately due to the nature of the patients they do not easily adjust to group meeting setting and the meeting time is usually inconvenient for the staff and carers, we addressed this issue by combining the annual health check visits at the centre and getting feedback from staff/carers/ patient and the in house psychiatrist consultant this is extremely beneficial to the practice but also the centre.

## 2. Review of patient feedback

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

The following sources were used:

1. Practice survey,
2. Feedback left on our face book page,
3. NHS choices,
4. Iwantgreatcare,
5. FFT

How frequently were these reviewed with the PRG?

Generally every meeting if any new feedback was received

--

### 3. Action plan priority areas and implementation

Priority area 1
Main complaint from patients was about telephone lines are too busy.
What actions were taken to address the priority? <ul style="list-style-type: none"><li>• Reviewing our telephone package with the company,</li><li>• increased lines so there are 4 lines in morning,</li><li>• decreased the amount of callers in queue</li><li>• introduced a message explaining lines are busy in the morning from certain hours and if call relates to test query, repeats etc to call after 11am otherwise hold the line.</li></ul>
Result of actions and impact on patients and carers (including how publicised):  We advised all PPG members, notice was put on as latest news on website and posted on facebook

## Priority area 2

To reduce the number of DNA's with practice

What actions were taken to address the priority?

1. Letters are sent out to patients who have DNA appointments – informing them the importance in cancelling or rearranging appointments if they cannot attend.
2. Poster in reception and GP rooms
3. Notice on website and facebook

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

1. DNA numbers dropped.
2. Poster in reception advising patients to cancel or rearrange if they cannot attend.
3. Notice on website and facebook.
4. Reception staff informing patients to cancel or rearrange if they cannot attend when they ring in to book appointments.

### Priority area 3

Description of priority area:  
Increase number of appointments

What actions were taken to address the priority?  
We commenced HCA triage with GP clinics – Patients were seen by HCA's who would do basic examinations and take summary of problems then patients are seen by GP

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

Increased appointments.  
Notice on website  
Notice in reception  
Notice on Facebook

### 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):

We are a new practice so we still have some teething problems, main issues were:  
Telephone System: Reviewed and upgrade, increased staff to answer calls, increased lines  
Opening times: Reviewed and increased hours by opening on Saturdays  
Late night opening: As requested by the PPG – being reviewed by CCG awaiting confirmation.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 23.03.2015

How has the practice engaged with the PPG:

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

YES, worked with the PPG and patients discussed areas for improvement within practice.

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?

NO