

# Patient Participation Enhanced Service Reporting Template 2014/15

Practice Name: THE JERSEY PRACTICE

Practice Code: E85681

Signed on behalf of practice: DR ANNI TRIPATHI

Date: 31<sup>st</sup> MARCH 2015

Signed on behalf of PPG:

Date:

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

Does the Practice have a PPG? YES
Method of engagement with PPG: Face to face, Email, Other (please specify) FACE TO FACE AND NOTICE HAS BEEN PUT ON IN THE SURGERY
Number of members of PPG: 22

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4077	3871
PPG	6	16

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	2115	757	1674	1298	888	590	359	267
PPG	0	0	4	3	4	7	2	2

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 d& Asian	Other mixed
Practice	122	4	3	817	35	108	40	15
PPG	8	1	0	0	0	0	0	0

	Asian/Asian British				
	Indian	Pakistani	Bangladeshi	Chinese	Other
Practice	2414	976	67	21	975
PPG	10	1	0	0	0

	Black/African/Caribbean/Black British			Other	
	African	Caribbean	Other black	Arab	Any other
Practice	368	93	279	51	1560
PPG	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:

**Notice for informing patient to join patient participation group is for all the practice population of all age group gender and ethnic background.**

**We also have published information for patient participation on the website**

[www.thejerseypractice.com](http://www.thejerseypractice.com)

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? eg. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? YES/NO

NO

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

N/A

## 2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:  
**Review of complaints and suggestions made to the practice in writing or verbally have been discussed in the staff meeting**

How frequently were these reviewed with the PPG?

**ANNUALLY**

## 3. Action plan priority areas and implementation

### Priority area 1

Description of priority area:

Friends and Family Test survey cards  
More Doctors and Nurses appointments  
Waiting time for telephone to be answered

What actions were taken to address the priority?

**Completed Friends and Family survey results added on to CQRS and displayed in waiting area**

**4 extra doctors session and 2 extra nurses session per week**

**At the peak time in the morning 8:30 to 10am and 2pm to 3pm extra reception staff to answer the telephone**

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

**Improved patient Experience**

**Publication of the reporting template displayed in the practice and Website**

**Priority area 2**

Description of priority area:

Getting appointment for same day and 48 hours to see doctor  
Waiting time to see Doctor at the appointed time

What actions were taken to address the priority?

**Increased same day access appointment and 48 hours appointment  
Total 7 sessions per day including Extra evening session for late appointment**

**Specific reason mentioned in appointment field for seeing doctor when  
appointment booked and patients are informed if they want to see doctor for any  
other reason to book another appointment**

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

**Positive response from patient**

**No complaints received this year for appointment not available**

**Priority area 3**

Description of priority area:

On line Prescription request  
Booking appointment Online

What actions were taken to address the priority?

Patient of the Practice can request for prescription online from our practice Website  
[www.thejerseypractice.com](http://www.thejerseypractice.com) and also patient can request for prescription directly  
through systemone web link  
By logging on to the website and also on systemone web page

Appointment can be booked online on the special slots made available for patient to book online appointment.

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

**Posters displayed in the surgery informing patient to get the login ID from the reception Staff for them to book appointment online to request prescription on line.**

**Patients are happy with this new system in place for booking appointment online and also being able to request for prescription on line**

### **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):

**Patient can request prescription online  
Patient can book Appointment online.  
More same day access and 48 hour Doctors appointment  
4 extra Doctors session and 2 more nurses session including evening session**

### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25<sup>th</sup> March 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?

**Notice informing patient for PPG group on waiting area and on the Jersey practice web site.**

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

Was the PPG involved in the agreement of priority areas and the resulting action plan?

**Last year's PPG meeting for year 2013-14 it was discussed that requesting prescription on line and also booking appointment online is planned to go live next year**

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

**Patients were informed by putting posters in waiting area to speak to reception staff to get login ID for online prescription and online appointment booking and many have started registering for online service**

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

**Patient happy to access this online service**