

Annex D: Standard Reporting Template

NW London Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Honeypot Medical Centre

Practice Code: E84039

Signed on behalf of practice: Dr Chaand Nagpaul

Date: 28/03/15

Signed on behalf of PPG: Mr Martin Biswell

Date: 28/03/15

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

Does the Practice have a PPG? YES / NO YES

Method of engagement with PPG: Face to face, Email, Other (please specify)

The practice uses a wide range of methods to engage with PPG members. These include the following:-

- Letters regarding specific issues or changes
- E-Mail communications
- Newsletters
- Telephone contact and face to face meetings with members of the group to discuss any issues they wish to raise
- Designated PPG Meetings

Number of members of PPG: 28 members

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	49%	51%
PRG	32%	68%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	23%	10%	18%	14%	12%	10%	6.5%	6.5%
PRG	0%	3.5%	3.5%	18%	14%	18%	43%	0%

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	2.28%	1.91%	0.01%	12.98%	0.46%	0.66%	14.31%	1.88%
PRG	47%	3.5%	0	0	0	0	0	7%

	Asian/Asian British					Black/African/Caribbean/Black British				Other
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	28.49%	3.49%	0.40%	0.48%	12.04%	4.78%	2.01%	0.69%	0.29%	12.84%
PRG	32%	7%	0%	0%	3.5%	0%	0%	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:

The practice constantly strives to actively recruit new members to the PPG who are representative of the total practice population. The practice profile in terms of ethnicity, age and gender is reviewed alongside the profile of patients participating in The GP Patient Survey that is undertaken by Ipsos MORI. The information is reviewed periodically at Practice Meetings. A wide range of recruitment activities are undertaken to encourage patients to join the PPG. These include:-

- Recruitment messages on the website
- Posters displayed in the waiting area
- PPG information sheet available in reception
- Staff promoting the PPG during face-to-face interactions with patients#
- Information on the patient information screen in the waiting room

General information on best practice in terms of diversity and equality has been sought from organisations such as ACAS (Advisory, Conciliation & Arbitration Service) and the Equality and Human Rights Commission.

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/NO

YES

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

- PPG membership of the age group 34 years and under is under-represented. The practice continues to look for new ways to target this group, particularly through developments in modern technology which is recognised to be their preferred method of

communication. The practice also targets this group with calls to try to promote and encourage their participation in the PPG.

- The practice has seen an increase in the number of registrations from people from Eastern European countries. The practice is seeking guidance from Silent Sounds, our interpretation service, to look at methods we could use to engage further with these patients to promote membership of the PPG. The practice aims to make them feel more comfortable and able to express themselves in their native language about things that are important to them in respect of their healthcare provision.
- The practice historically has a significant number of older patients registered with us and these are represented on the PPG. However patients in Nursing and Care Homes are under-represented particularly due to their health and mobility problems. The practice is actively trying to promote advocates from the Nursing and Care homes where we have patients to act as representatives for their residents on the PPG. This is being done by the doctors and nurses during their home visits.

2. Review of patient feedback

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

- The GP Patient Survey
- Reviewing the complaints and feedback received by the practice
- NHS Choices Website
- Friends and Family Test (currently awaiting information)

How frequently were these reviewed with the PRG?

Formally reviewed annually – most recently at our AGM on the 28th March 2015

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>To improve the availability of access to nurses within the practice for patients who not only work but also have to commute.</p>
<p>What actions were taken to address the priority?</p> <p>The practice has recruited and appointed an additional nurse to work within the practice. As a result the practice has been able to facilitate additional appointments both later in the afternoon and in the early evening. These appointments are available for patients to book on a Monday and Friday each week.</p> <p>We have recently also commenced offering appointments with a nurse on Saturday mornings.</p> <p>This has been promoted on our website and on our patient information screen in the waiting room.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The practice is now actively able to accommodate the requests from patients who wish to see the nurse outside of normal working hours. They are able to see the nurse for a comprehensive range of appointments such as smears, travel and flu vaccines, health checks and reviews at a time that is more convenient to them. The practice has promoted the availability of this additional service directly to patients when they meet with GPs and nurses. Staff also promote the availability of these additional appointments when patients request an appointment and have received some positive feedback. It is also promoted on our website.</p> <p>The practice will also write to all PPG members provide them with an up-date and to provide them with a copy of this report and advise them that it will also be available to view on the website and at the practice. The practice will also make patients aware of the availability of this report to view on the website and at the practice.</p>

Priority area 2

Description of priority area:

Increasing awareness amongst patients on the benefits and use of online appointments and repeat prescription requests

What actions were taken to address the priority?

The practice has raised awareness of this facility through a variety of methods:

- Staff training on how the process works
- The telephone messaging service promoting this service direct to patients
- Posters displayed in the reception area
- Information on how these services work posted on the practice website together with the relevant instructions
- Leaflet available to pick up in reception
- Staff and GP's actively promoting this facility during face to face opportunities with patients as they visit the surgery
- Liaison with local chemists encouraging them to work with us to promote the benefits of this process
- Information is attached to repeat prescriptions
- Information on the patient information screen in reception
- Dedicated member of staff to provide on line passwords

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

The practice has seen the number of patients using online services increase to 12%. This improves the convenience for patients as they can now book and order repeat prescriptions 24 hrs a day at a time that is convenient to them. They do not have to wait for the surgery to be open or wait on the telephone.

This service has been publicised in a variety of way – please see section above.

The practice is monitoring these appointments to ensure that they are used appropriately. Firstly to ensure that patients are not booking them for inappropriate problems, such as chest pains where the patient should seek urgent medical attention rather than wait to be seen in an appointment. Secondly the practice is also aware that particular groups of patients do not have or have difficulty accessing the internet. This may be as a result of no access to a computer, a lack of confidence in using internet services or due to a language barrier.

The practice will also write to all PPG members provide them with an up-date and to provide them with a copy of this report and advise them that it will also be available to view on the website and at the practice. The practice will also make patients aware of the availability of this report to view on the website and at the practice.

Priority area 3

Description of priority area:

Improvement of website awareness and maintenance to ensure that up-to-date and relevant information is available to patients.

What actions were taken to address the priority?

The practice has nominated a dedicated member of staff to take responsibility for up-dating the website on a regular basis. The website is also a standard rolling agenda item on the Practice Meeting to ensure that it is reviewed on an on-going basis. The aim is to ensure that as much information as possible is available to patients in a timely manner and that the site is easy to navigate.

The practice has placed links on the website to allow patients to download instructions, forms or newsletters which are relevant to them.

The introduction of a practice newsletter to keep patients informed of the latest news and developments within the surgery, which is accessible and can be downloaded via the website.

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

Practice staff are able to direct patients to the website for information, for example in respect of registration, which reduces the need for them to come to the practice and collect a registration form as they can now download it and just bring it along to the practice with the relevant documentation.

The information available on the website on how to book on line appointments and use the repeat prescription service means that patients can take advantage of these systems and book their own appointments and request prescriptions at a time convenient to

them without have to telephone or visit the surgery.

The availability of comprehensive general information about the practice on the website aims to reduce the number of general enquiry calls to the practice with the objective of freeing up telephone services for those that need to speak to the surgery.

The practice has also been able to use the website as a method of providing regular up-dates to patients in the form of newsletters which they can download.

The practice will also write to all PPG members provide them with an up-date and to provide them with a copy of this report and advise them that it will also be available to view on the website and at the practice. The practice will also make patients aware of the availability of this report to view on the website and at the practice.

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):

1. Significant increase in online appointment booking. We have publicised this service extensively, as well as it being the greeting message on our telephone system advising patients that they can now book online, as an alternative to telephoning the surgery. As a result, our on line appointments are now fully utilised compared to a year ago when several were un -booked on the day. We are now considering increasing the number of bookable on line appointments. Not only is this convenient to patients, who can book an appointment at any time of the day or night, it reduces pressure on receptionists so that they can be better available for other patients.
2. Significant increase in online repeat prescriptions booking. The utilisation of on line repeat request has also significantly increased which is convenient for patients who no longer need to attend the surgery to hand in repeat prescription request counterfoils.
3. Newsletters – this was introduced in 2014. We have not introduced patient newsletters, which are available on the website. This has been well received by patients.
4. Nurse availability. We have increased nurse availability in keeping with demand. We have also now extended nurse appointments two evenings a week and on Saturday morning, which is convenient for working adults unable to attend during working hours.

4. PPG Sign Off

Report signed off by PPG: YES/NO YES

Date of sign off: 28.03.15

How has the practice engaged with the PPG:

The practice has engaged with the PPG through a variety of methods which include:

- *Letters*
- *Emails*
- *Meetings*
- *Newsletters*
- *Telephone*

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

One group that has been difficult to engage is where patients are housebound however when they are visited at home they are proactively asked their opinions and feedback face-to-face during the visit about the care provided to them and feeling more confident about managing their own health. The practice has also been instrumental in the proactive development of care planning for this group and is co-ordinating the implementation of the virtual ward which will bring together a multi-disciplinary team to review patients' needs with them and agree the necessary care requirements to be actioned.

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

The practice has received feedback from a variety of sources as indicated in part 2 of the report. In addition as part of the care planning process mentioned above the Care Navigator is seeking feedback through a survey questionnaire

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

The PPG was involved and feedback provided at the AGM on the 28th March.

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

The service offered to patients and carers has been improved. Patients, particularly those that work and are commuters, are benefiting from the additional nursing appointments that have been made available during the late afternoon and early evening and on Saturday mornings.

A wide number of patients are benefiting from the ability to make appointments on-line and request repeat prescriptions on-line ha

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

The PPG feels that the input that they have into the practice is invaluable. It will be even more important over the next 12 months as the practice merges with Charlton Road and eventually moves onto one site. It has already been agreed that the joint PPG groups will meet together on a monthly basis during this period and have had input into the development of the attached letter and FAQ information.

28th March 2015

Over the last couple of months, discussions have been underway with NHS England regarding the formal merger of Honeypot Medical Centre and Charlton Medical Centre. These discussions have recently been concluded and a formal merger of contracts has been agreed with effect from 6th April 2015.

Why Change?

The way GP services are provided are changing and the NHS recognises that to ensure sustainability both clinically and financially practices will need to be larger to provide these services to patients.

As patients you are aware of the rising workload pressures in primary care, patients are living longer, NHS finances are being squeezed further each year and the recruitment of GPs is in crisis nationally. All of these issues are a real concern to your GPs and we want to ensure that our practices are in the best possible position to provide the services that our patients need.

Over a short period of time the merger will provide a greater choice and flexibility for patients, improvements in care, new services, economies of scale, more efficient use of GP time and skills and increased negotiation power within the NHS to ensure we get the very best services locally.

The two merging practices share the same values and ethos. We are both committed to excellent, compassionate and patient centred care – **THIS IS OUR MAIN FOCUS**. We hope that the merger will provide patients, particularly those at Charlton Road, with more stability, particularly in respect of continuity of care by regular doctors and nurses.

What will be the changes?

Initially the joint service will continue to be run across both sites. This arrangement will allow for a planned expansion of the premises at Honeypot Medical Centre. This work will take place over the next 12 months with completion scheduled for March 2016. During this period of time services will continue to be provided at both Honeypot and Charlton Medical Centres and patients will be offered appointments across both sites.

Additional extended hours surgeries are currently provided at Honeypot Medical Centre on a Saturday morning, and these will continue to be provided on this basis but the sessions will be extended to reflect the total number of patients.

Bids have also been made for the provision of additional services such as phlebotomy, which will help us to increase the types of services that we are able to offer patients in the future.

Next steps?

Now that the merger has been approved by NHS England, we have been able to look at the practicalities in more detail.

Both practices use the same clinical computer systems and we are currently working to facilitate the merging of patient data without affecting patient safety, patient care or patient confidentiality. Whilst an exact date has yet to be agreed it is anticipated that this will be within the next 3 months. In the meantime arrangements are being worked on for an interim system of being able to access patients' medical records across both sites.

We are also looking to install a new telephone system, which will allow us to manage calls across and between both sites.

We appreciate that until both these key areas are completed, services will not be integrated across both sites.

The next 12 months are going to be an exciting but challenging time as we work to meet the needs of a larger practice. This includes providing greater choice and flexibility for patients, together with improvements in the provision of care and new services as a result of our increased negotiating power within the NHS. We will be continuing our work with other local practices, which will also help to ensure we get the very best services for patients locally.

A sheet of Frequently Asked Questions has been put together for your information.

If you require any assistance with this material being provided in another language, please let us know.

MERGER BETWEEN HONEYPOT MEDICAL CENTRE AND CHARLTON MEDICAL CENTRE
FREQUENTLY ASKED QUESTIONS

QUESTION	ANSWER
When does the merger take place?	<p>The merger has been agreed by NHS England and will formally take place on the 6th April 2015.</p> <p>However, it will take time for the services and systems to fully merge and integrate, and we ask for your patience while we work hard to develop an efficient combined practice sensitive to the needs of all our patients.</p>
Will either of the sites be closing?	<p>Services will be provided across both sites for a further 12 month period. During this time the Honeypot site will be developed to provide additional clinical rooms together with a patient lift between floors. The administrative and meeting space will also be re-defined to provide a more efficient use of space. We aim for this work to be completed by March 2016. At this point the services will be brought together at the Honeypot Medical Centre and NHS England have stipulated that the Charlton site be closed in March 2016.</p> <p>This building work will naturally result in some disruption, but we believe this will result in a fit for purpose modern practice, able to meet the needs of our patients. We ask for your patience during this necessary period of development.</p>
Will I be able to choose where I am seen?	<p>We aim to provide care for all patients across both sites, however this requires merging of both our computer databases. We are told this can take up to 3 months, however we shall bring this forward should an interim technical process be possible, to allow access of patients' records across both sites. Thereafter patients will be able to attend either of the surgeries, where there are suitable appointments. Patients can continue to be seen in their current choice of practice if they prefer.</p> <p>From April 2016 all services will be provided at Honeypot Medical Centre.</p>

<p>Will there be a change in name?</p>	<p>The new partnership will continue under the name of Honeypot Medical Centre.</p>
<p>Will there be any change to surgery opening hours?</p>	<p>We aim to increase our opening hours to 8.00 am - 6.30 pm Monday to Friday. This arrangement will be put in place across one or both sites until the merger onto one site is completed. Additional extended hours are currently provided at Honeypot Medical Centre on a Saturday morning, and this will continue.</p>
<p>Will it be easier to get an appointment when the practices merge?</p>	<p>We will provide regular surgeries throughout the week across both sites in the first year and at Honeypot Medical Centre thereafter. We will provide appointments throughout the week with no half day closures. More importantly we will aim to provide appointments with regular doctors, offering patients important continuity of care.</p> <p>We will encourage patients to book appointments online, in addition to on the telephone or in person.</p>
<p>Who are the doctors and other key staff in the merged practice?</p>	<p>The partners are: Dr Chaand Nagpaul Dr Meena Thakur Dr Sachin Khurjekar Dr Pankaj Jain</p> <p>Salaried GPs are: Dr Apul Parikh Dr Zareena Cuddis Dr Fatima Jivraj</p> <p>We are currently in the process of recruiting further permanent GPs and also have access to a number of regular locum GPs</p> <p>Practice Nurses: Nurse Shah Nurse Walsh Nurse Arhip</p>

	<p>Nurse Karim</p> <p>Managers: Heather Lendon Natalie Cummings Louise Daggett</p>
<p>How will my care be affected?</p>	<ul style="list-style-type: none"> • We aim to provide continuity of care to patients by regular doctors and nurses, who will get to know you and understand your health needs, and provide sensitive and patient centred care. • We will offer routine, pre-bookable and also same day urgent appointments as well as telephone consultations. • On line appointment bookings • On line repeat prescriptions • We will provide proactive comprehensive care to our patients with multiple complex health problems by care planning.
<p>Patients Participation Group</p>	<p>Encouraging and developing the involvement of existing members from both the Honeypot Medical Centre and Charlton Medical Centre Patient Participation Groups into one group. We will actively seek to recruit new members on a regular basis.</p>