

**Jubilee Gardens Medical Centre Patient Participation Enhanced Service 2014/15 Annex D: Standard Reporting Template**

London Region North West Area Team

Complete and return to: [england.lon-nw-claims@nhs.net](mailto:england.lon-nw-claims@nhs.net) by no later than 31 March 2015

Practice Name: Jubilee Gardens Medical Centre

Practice Code: E85745

Signed on behalf of practice:



Date: 23.03.2015

Signed on behalf of PPG:



Date: 23.03.2015

Mr Dilmohan Singh Bhasin

Active member of Health Watch Ealing

Active Representative of inspection team with enhanced training to inspect hospitals & nursing home

Member of older people's consultative group and long term conditions board and

Older people partnership board in London Borough of Ealing

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

Does the Practice have a PPG? YES /NO

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

Face to Face Meetings, Emails, Telephone calls

Number of members of PPG: 20

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Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	4294	3543
PRG	13	7

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	1817	702	1329	1473	1020	712	355	290
PRG	0	1	2	2	8	4	2	1

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	296	15	1	218				2
PRG	1							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	3337	785	66	8	1448	65	47	126	3	
PRG	12	4			3					

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:

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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

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

One of our patient Group Member is a member of Health watch who brings in feedback from health watch sources which we use effectively to discuss issues raised by other needy patients.

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, verbally or comments posted on our website, Friends and Family Test

How frequently were these reviewed with the PRG?

Annually

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Improve Telephone Access by reducing the calls at the peak times</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>Mainly our telephone lines gets very busy at peak times, to book an appointment We are trying to reduce the number of calls made to book appointments at peak times by offering on-line services i.e. request on-line appointments and repeat prescriptions</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Practice website activated with our current system to facilitate the on-line services, Publicised through PPG, practice website, leaflets and poster in-house, messages on repeat prescription request forms</p>

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Priority area 2
<p>Description of priority area:</p> <p>Making an booking appointment experience good</p>
<p>What actions <u>were</u> taken to address the priority?</p> <p>The practice offered 2 days walk-in surgery where no appointment is needed – patients can walk-in and see the doctor</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Patients do not need to call the surgery on Monday mornings and Friday mornings to book appointments, they can walk in during 8:30-11:30am</p>

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Priority area 3
Description of priority area: Improve Customer Care Experience
What actions <u>were</u> taken to address the priority? Discuss with the staff the feedback given by PPG, verbally, practice website, in-house meetings to reflect on customer services performance
Result of actions and impact on patients and carers (including how publicised): Staff concerned informed – performance and training monitored through PDPs

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Progress on previous years

Is this the first year your practice has participated in this scheme?

YES/NO

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Opened walk-in surgery for the patients for 2 days in a week on the days weekend before and after

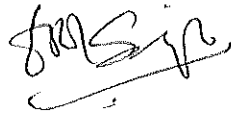
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4. PPG Sign Off

Report signed off by PPG:

YES/NO

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?

One of the patient group members Mr Dilmohan S Bhasin is an Active Representative on Health watch group who brings in reports and feedbacks from health watch, he is also a part of inspection team with enhanced training to inspect hospitals, nursing home etc... and is a member of older people's consultative group and long term conditions board and older people partnership board in London Borough of Ealing, also through complaints and compliments, verbal and written communication, feedback through FFT

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? Through improved communication and by liaising with different ethnic groups our PPG members, through complaints and compliments, suggestion box, through one to one meeting with practice team.

Do you have any other comments about the PPG or practice in relation to this area of work? Will continue to attend the PPG Network Group Meetings in Future

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