

PPG REPORT 2016/2017



Practice population

Capitation as of March 2017: 42,581
 Breakdown: Male 21,036
 Female 21,545

Membership of PPG

Total PPG Members: 553

Gender: **Male:** 223 **Female:** 330

Age Range	16-24: 19	25-34: 132	35-44: 133	45-54: 104
	55-64: 77	65-74: 52	75-84: 27	85+: 9

Ethnicity	British or mixed British	474	Pakistani or British Pakistani	3
	Irish	3	Other Asian background	2
	Other white background	20	Bangladesh or British Pakistani	4
	White & black Caribbean	2	Caribbean	9
	White & black African	0	African	10
	White & Asian	8	Chinese	4
	Other mixed background	3	Other	1
	Indian or British Indian	5	Ethnic category not stated	5

Areas identified for improvement

- Centralisation of secretaries, note summarisers, call centre and data entry: Increase productivity .
- Décor at CPH: Revamp outside removal of trees and painting metalwork outside. Refurbishment of interior ongoing.
- Northern Road Merge: NRS to integrate with CPH services and staff transfer to CPH. Advertising of merge notification to patients.
- Website: Launch new website user & mobile friendly, allowing interaction between practice and patient.
- Online Services : Focus on recruitment campaign to encourage patients to join explaining the benefits of using online access i.e. No need to wait until surgery opens to book appoints, appointments released at 1900 hours, prescription requests turn around in accordance with guidelines but can be quicker; view test results; check immunisations etc. Publicity campaign run through surgeries
- Seasonal Influenza campaign: Walk in clinics at surgeries to help with demand.
- KCS Car park changed to improve disable parking and parent and child facilities.
- Crookhorn now run Triage only appointments' (still under review).
- Patient communication: Requests from Portsmouth CCG and other government offices to forward emails to our PPG members.
- WiFi for patients.

2016/2017 Action Plan

- Carry out feasibility study (taking account of: Impact on patients, impact on business efficiency, availability of space, resource required etc) regarding centralising 'back office' functions, including:
 - Medical Secretaries
 - Data Entry
 - Notes Summarisers
 - Centralised Call handling
 - Feasibility study to be complete by end of Q2, 2016.
- Get quotes for tree removal and for internal/external decoration.
- Communicate effectively with patients regarding the merge with Northern Road.
- Commission new website and launch by March 2017.
- Communicate effectively with patients about the availability of online services – aim to have 10% sign up by end of Q1 2017.
- Plan 2016/17 flu campaign well in advance and ensure that patients are properly informed of the changes proposed – e.g. walk-in clinics.
- Keep patients updated with regard to the alterations to parking at Kingston Crescent.
- Keep patients updated with regard to the changes made to the appointment system at Crookhorn.
- Ensure all CCG communication is properly shared with patients where appropriate.
- Ensure that WiFi provision is adequate at Kingston Crescent and Cosham Park House and plan roll out across all sites as required.

Summary of Changes

- Data entry centralised to Crookhorn Surgery in Q3 2016.
- Medical Secretaries centralised to Kingston Crescent surgery in Q2 2016.
- Notes Summarisers centralised to Cosham Park House in Q3 2016.
- Centralised Call handling centralised to Cosham Park House in Q1 2017.
- Cosham Park House trees removed Q2 2016.
- Internal decoration undertaken throughout the year.
- External decoration completed in Q1 2017.
- Northern Road merge completed on 1st April 2016. Challenging time for patients and staff with Northern Road's ex senior partner resigning immediately on merging.
- New website launched in Q1 2017.
- Flu campaign success – included Pneumococcal and Shingles vaccinations – 25% increase in uptake compared with 2015/16. Walk-in clinics very popular with patients.
- Online services – on track to have achieved 10% by end of Q1 2017.
- Kingston Crescent parking communicated effectively.
- Crookhorn appointment system remains under review – patient feedback important in informing future developments.
- All emails from CCG have been forwarded to PPG via the Friends of Portsdown Group Practice.
- WiFi provision remains under review.

Patient Involvement

- We have continued to use 'iPad' patient feedback screens operated by Optimum and these have helped inform our decision-making process.
- We attended the AGM of the Friends of Portsdown Group Practice to discuss their concerns and queries.
- We have responded in a timely manner to feedback left on the NHS Choices website.
- We have a quarterly meeting scheduled with the Chair of the Friends of Portsdown Group Practice.
- We have attended and facilitated social events run by the PPG.