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Southgate Medical Group
 137 Brighton Road
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Standard Reporting Template – Patient Participation DES 2014/15
Surrey & Sussex Area Team

Practice Name: [SOUTHGATE MEDICAL GROUP](#)

Practice Code: [H82064](#)

Signed on behalf of practice: [Nicky Shearwood](#)

Date: [27/03/2015](#)

Signed on behalf of PPG: [Chris Cheshire](#)

Date: [27/03/2015](#)

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)	We meet regularly 4-6 weeks for a 2 hours lunch time meeting. Regular contact via emails and phone calls to both the chair lady and the treasurer.
Number of members of PPG:	20

Detail the gender mix of practice, population and PPG:			Detail of age mix of practice population and PPG:								
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	4575	4696	Practice	209	911	1818	1394	1124	816	528	58
PPG	5	15	PPG							20	1

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 & Asian	Other mixed
Practice	2438	16	0	227	8	151	34	32
PPG	15							

Asian/ Asian British						Black / African / Caribbean / Black British			Other	
%	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any Other
Practice	268	268	17	16	62	151	31	38	0	551
PPG										4
										5

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:

Our PPG have their own notice board in the patient waiting area. There is an advertisement to encourage other patients to become members of this group. Our clinicians remind their patients of this group and have encourage them to join if they so wish too.

Are there any specific characteristics of your practice population which means that other groups should be included

in the PPG? e.g. large student population, significant number of jobseekers, large numbers of nursing homes or a LGBT community? YES/NO

Yes, we have a large working age population.

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

So when we hold our evening events for education and well-being. We are clear to advertise and express a warm welcome to this age group of people to either get involved or make them known to our PPG so that they can support them by other means, such as email. (During patient consultations clinicians are aware to make our PPG known)

2. Review of patient feedback

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

We use the PPG suggestion, comment box located in the patient waiting room. These comments / suggestions are discussed at each of our regular PPG meeting and actions and outcomes are recorded.

We also encourage our patients to complete any feedback through our Friends and Family Test.

Patient's comments on the NHS choices Website are regularly reviewed and appropriate action taken.

How frequently were these reviewed with the PRG?

We review these comments at every meeting that happens on a 4-6 week basis.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area:
<p>TELEPHONE SYSTEM: In conjunction with the PPG we have changed our telephone system. We have moved away from an 0844 number to a local number that could be free according to their service provider. We encourage our patients to call throughout the day rather than the early phone slot of 8.30am – 10.30am. We have employed more receptionists to answer incoming calls. We have altered our staff plan to allow more receptionist to be available to answer incoming calls. We now have software in place which monitors our incoming calls so that immediate action can be taken at peak times.</p>
What actions were taken to address the priority:
<p>We held an internal meeting with some of the PPG to ask their opinion before proceeding with any change re the telephone system. The PPG were included in the meetings with various telephone suppliers before a final decision was made.</p>
Result of actions and impact on patients and carers (including how publicised):
<p>Patients were happier to be using a local telephone number – less cost to our patients. The change of number was published on our Website, posters in the surgery/local chemist / prescriptions and compliment slip were given to patients when attending appointments.</p>

Priority area 2
Description of priority area:
<p>APPOINTMENT SYSTEM:</p> <p>In conjunction with the PPG the appointment system was changed to allow our working aged population easier access to the doctors. We changed by introducing a variety of ways of making an appointment. Appointment Models' from other local practices were also viewed.</p>
What actions were taken to address the priority:
<p>The team at SMG held a number of meetings with the PPG to discuss patient feedback on the appointment system before a final decision was made. We changed our appointment system to allow pre-bookable appointment's up to two weeks in advance. Patients are now able to telephone or come into the surgery to book an appointment. We have also introduced online bookings. The duty doctor takes any urgent requests once all the routine appointments have been filled each day. The reception staff have received training on signposting patients to the most appropriate services. The new appointment system is continually monitored so that it can be adapted quickly according to demands. Clinicians are also actively promoting patient education and the appropriate use of the doctor's surgery appointments.</p>
Result of actions and impact on patients and carers (including how publicised):
<p>Patients are able to access the doctors appointment's in a variety of ways. This also means that the phone lines are not congested at peak periods. The appointment phone line is open to all patients throughout the day. This is published on the surgery website and in the surgery.</p>

Priority area 3
Description of priority area:
<p>TERMINOLOGY: It was agreed with the PPG that it would be helpful for patients to have a better understanding of frequently used NHS acronyms.</p>
What actions were taken to address the priority:
<p>So we have produced a surgery leaflet which clarifies some of the most commonly used acronyms. For example: NHS ENGLAND, CQC, E/S/H, CCG, LMC, PRH etc...</p> <p>We have the ability to update this list accordingly.</p>
Result of actions and impact on patients and carers (including how publicised):
<p>The patient group have found this extremely helpful especially when they are representing SMG at other NHS patient forum meetings.</p> <p>Feedback from our patients is that even though they may not come across these acronyms within their own consultations; having a leaflet explaining these gives them a greater understanding and knowledge for their personal use and for when listening to the media talking about the NHS.</p>

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)

Free text

4. PPG Sign Off

Report signed off by PPG: YES / NO	YES
Date of sign off:	25/03/2015
How has the practice engaged with the PPG:	Regular meetings and email contact
How has the practice made efforts to engage with seldom heard groups in the practice population?	Through the PPG and our surgery suggestion box. Also NHS choices.
Has the practice received patient and carer feedback from a variety of sources?	Yes as we promote our suggestion box and we have a visible comment and compliment folder on the front desk. Also we publish NHS choices.
Was the PPG involved in the agreement of priority area 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?	As agreed above
Do you have any other comments about the PPG or practice in relation to this area of work?	We have a great relationship with our PPG and we are in regular contact to discuss all areas of change.