

Appendix B - Template for the Patient Participation Practice Listening Scheme 2016-17

Practice Name Streatham Common Practice

Practice member	Elaine Richmond
PPG representative	Jenni Rodgers

Patient Participation Listening Practice Incentive Scheme - Service Improvement Project Template

Service improvement Project Area 1		Project Title Reduce the number of patients who fail to attend their appointment				Target Start Date: 01.09.2016		Target Completion Date: 31.03.2017						
Action	Who	Timeframe	Progress	Aim	Comments									
1 Audit DNAs during Sept 2016	Elaine	mid-Oct	Complete	Baseline	The audit demonstrated 239 patients had DNA'd their appointment									
2 Survey sample of patients who have DNA'd for reason	Jenni, Val & Maria	end-Sept	Complete	25% of patients to be contacted	Confidentiality agreement signed. Minimal patient data provided. Patients aged 25+ only contacted. Practice provided script. Patients will also be asked how the practice can support them to attend appointment in future. Responses included forgot; didn't get text reminder; didn't have an appt; mental health issues									
3 Discuss results at next Patient Group meeting; identify common themes and next steps		Elaine + PPG members	26.10.2016	Complete		Agree ideas from patients which are practicable to implement. Agreed to review DNA letter; daily audit of pts who do not receive text reminder; contact patients on Fridays who have Saturday appointments; give receptionists tips on managing appointment booking.								
4 Publish number of DNAs in waiting room; practice website & patient newsletter	Elaine	end	Complete	Patient education	Include cost of manpower to emphasise wasted resources. Ongoing. Positive feedback from patients who had no idea of value of wasted resources.									
5 Audit MJOG software for unsent text messages + flag to check mobile number when pt next in contact with practice	Tracey	Oct 16 onwards	Complete	Maximise effectiveness of MJOG text reminderservice	Routine daily admin task									
6 Develop DNA warning letter for clinicians to produce	Elaine	Oct-16			Clinician to decide whether clinically appropriate to send. Ensure all clinicians/locums/new-starters are aware of letter and how to access. Letter re-drafted by PPG member - simplified highlighting key points.									
7 Audit DNAs during Jan 2017	Elaine	beginning Feb 2017	Complete	Compare baseline	Jan DNAs 138	57% reduction								
8 Publish report of project	Elaine	Mar-17	Complete	100%	Publicised in minutes of PPG meeting which are shared on the practice website									

Patient Participation Listening Practice Incentive Scheme - Service Improvement Project Template

Service improvement Project Area 1		Project Title Improve patient information displays				Target Start Date: 01.11.2016		Target Completion Date: 31.03.2017			
Action	Who	Timeframe	Progress	Aim	Comments						
1 Survey patients in waiting room to get their views on current displays	Jenni + PPG reps	Nov-16	Complete	50 patients	Q: How do you rate patient displays in waiting room? Q: How could it be improved?						
2 Discuss results with practice team and get their views on health promotion themes which could be beneficial	ER	Dec-16	Complete		Feedback included: lots of information to take in; too much varying information in one area; looks to messy; needs updating more frequently; review PPG table as it is often messy.						
3 Discuss survey results and practice team comments at PPG meeting + agree next steps	ER	Jan-17	Complete		Actions agreed: Introduce two health promotion/information folders for patients to look at whilst waiting to see the doctor or nurse. The folders should be divided into easy access sections using themes identified by CQC: families and young people; long term conditions; mental health including dementia; older people; vulnerable people; working age people; recently retired; students. Main noticeboard to be engaging with seasonal themes. Introduce community theme to bulletin board in foyer.						
4 Obtain resources/materials required	ER	Jan-17	Complete								
5 Implement changes	ER & PPG	Mar-17	Complete	100%							
6 Publicise results and actions taken	ER		Complete	100%	Results to be published in waiting room, on practice website and in patient newsletter						
7											
8											