

Shreeji Medical Centre

Local Patient Participation Group Report April 2015 - March 2016

Introduction:

Our Practice established a Virtual Patient Participation Group in October 2011. The main objectives for setting up this group is to:

- Involve patients in decisions that lead to changes and improvements to our services including patient care.
- Promote the proactive engagement of patients through the use of our Virtual PPG (patient participation group)
- Seek views from our registered patients through the use of a Practice Satisfaction Survey.
- Maintain excellent access to our practice services in terms of patient care.

As of 31st March 2016 there are approximately 26 patients registered at the practice as a Virtual PPG.

Our surgery is open from 8.00 am to 6.30 pm on Mon- Fri except Christmas & Bank holidays. During these hours the patients' access & the phone lines are open. Our surgery also offers extended appointments Mon-Fri from 6.30pm-7.00pm.

Our surgery is part of the Prime Ministers Challenge Fund Extended hours programme. Under this programme appointments are available 7 days a week except Bank Holidays and Christmas Day. Extended hour appointments are available on weekdays from 6.30pm to 8.30pm and weekends 9.00am – 1.00 pm at the Crosby House Surgery, Stoke Poges Lane. Patients will be seen by appointment only at this Practice by any GP.

Our Practice profile for 2015/16 is:

Age Groups	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Males	434	323	533	654	443	377	290	124	64	06	01
Females	406	345	427	543	296	335	261	125	74	08	01
Total Males:	3249										
Total Females:	2821										
Total both sexes:	6070										

Report Run on: 30/03/16

We continue to advertise our Virtual PPG via our surgery website, surgery leaflet and poster (in the waiting area) to encourage patients to join the group. Newly registered patients are also informed and encouraged to join our Virtual PPG. Patients interested in signing up for the group are asked to fill in the Virtual Patient Participation Group form and provide their email address and telephone number. New group members are sent a welcome email upon registration.

We currently have 26 members in our Virtual PPG. In order to get a balanced view of the patient's opinions and suggestions we frequently email our Virtual Patient Participation

Group and asked them for their ideas, suggestions and comments. We also hold approximately 2 PPG meetings at the surgery annually.

Profile of Virtual Patient Participation Group and steps taken to ensure the group is representative of the practice population:

The group is fully representative of Working People, Carers, and patients with Chronic Diseases, Young Mothers and Over 65's and reflective of the patient population. The group consists of registered patients who have shown an interest in being involved and have the time.

Our PPG profile is as below:

Age Groups	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Males	0	0	0	0	04	01	05	02	01	0	0
Females	0	0	02	05	05	0	0	01	0	0	0
Total Males:	13										
Total Females:	13										
Total both sexes:	26										

Our PPG ethnic background:

	Pakistani British	Indian British	Other Asian	Black African	British
PPG	11	11	01	01	02

PPG Mixed Category:

	Chronic Disease	Young Mother	Carer	Over 65	Student	Other Professional	Foster Parent	Other
PPG	05	01	02	05	01	03	01	08

PPG Meetings

We have held two meetings with our PPG with an open agenda in year 2015 -16.

- 1st PPG Meeting- 27th October 2015
- 2nd PPG Meeting- 24th March 2016

Group members were invited to the meetings via email and telephone.

First meeting was held on 27th October 2015

Three Virtual PPG members & some of the surgery staff attended this meeting. We received apologies from other members. The majority of the group prefer to communicate via email.

In the meeting discussion topics were about:

- Practice achievements
- Registration of new patients
- Practice spending on training staff

The group discussed recent achievements. The Practice has done very well in terms of low A&E attendances and non-elective admissions. Dr Trivedi explained to group members that

he had achieved this by contacting patients who frequently attended A&E and discussed their reason for attending A&E. An action plan was then drawn up to signpost the patient to use the correct service if they were suffering from non-urgent medical problems. The Practice also had the highest flu uptake in the country last year.

Registration of new patients was discussed. Group members were informed that the list size was temporarily closed but the Practice is registering new born babies, spouse (newly married) etc. Dr Trivedi emphasized that he wanted to concentrate on giving his patients the best care possible and that registering more patients than the surgery can handle may compromise patient care. The Practice list size at present is over 6,000 patients. Members were in agreement with Dr Trivedi's decision.

Dr Trivedi informed group members that the CCG has given the Practice some funding to spend on staff training. Group members' views were sought on how the funding should be utilised and which group of staff should be sent for training. Group members felt that the funding would be well spent on sending clinical staff i.e. Nurse, Health Care Assistants on training courses rather than admin staff. This will be more beneficial to patients.

A second meeting was held on 24th March 2015.

Five Group members & some of the surgery staff attended the meeting. The meeting had an agenda:

- Practice Website
- NHS Choices
- Complaints/Feedback
- Significant Events

Mrs Trivedi (Practice Manager) encouraged members to look at the Practice website as it contains a lot of information about the Practice and the services we provide. Members were encouraged to point out any ideas for improvement on the website. Group members were handed slips with the website address to make it easier for them to access the website so that they can provide the surgery with their feedback.

Members were informed about the NHS choices website which has details of all GP surgeries positive or negative comments. It rates the practice depending on good or bad comments. Dr Trivedi circulated an information sheet on how to access Practice information on the NHS choices website and how to rate the Practice. Group members were encouraged to browse this website and rate the surgery according to their experience. One of our GPs suggested patients should be encouraged to go online and rate the surgery. The majority of patients verbally comment on the good service they receive, but everyone felt that these comments should be put in writing.

Group members suggested that the Practice should carry out an in-house survey. Mrs Trivedi (PM) had a sample survey which she circulated to the PPG for approval. The PPG felt that the survey should be kept simple and questions should be included in relation to admin staff also. They were quite keen that the young population should be involved in the survey and pointed out that the survey form should be multilingual (in four languages) in order to derive the views of patients whose first language is not English. Some of the Members offered their services in helping to create a multilingual survey.

Group members were informed that the Practice received two complaints within the last year. Group members were impressed that there had only been two complaints.

Mrs Trivedi informed PPG members that the Practice has a system of reporting significant events (accident /incident). This is an internal reporting system. Important / significant events occurring in the Practice or related to patients are identified. A reporting form is completed to see what went wrong and how the system can be improved in order to avoid a similar occurrence. These events are discussed in Practice meetings to educate staff and look at ways of improving the service.

Other Feedback from the Group:

Group members are sent regular emails with information about what's happening in the Practice, i.e. flu vaccinations, diabetic eye screening, patient online access etc. Group members are also invited to meetings arranged for PPG members by Slough CCG and Slough Health watch.

The Practice hosted its second Prime Ministers Challenge Fund Open Day on 14th May 2015. Our PPG representative, Mike Connolly was present on the day to help patients complete a short questionnaire. Group members were invited to come and take part on the day. The results were circulated to all group members.

Feedback from our PPG over the past year has been very positive. Members are happy with the progress of the surgery and are being consulted with over new ventures at the surgery.

Action Plan:

PPG members will help to create a survey for patients in different languages.

Summary:

We would like to congratulate our PPG for helping to improve our services over the past year. Their input, ideas and support has contributed to improving our surgery has proved to be very valuable.