

Shreeji Medical Centre

Local Patient Participation Group Report April 2016 - March 2017

Introduction:

Our Practice set up 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 2017 there are approximately 33 patients registered at the practice as a Virtual PPG.

Our surgery opening hours are 8.00 am to 6.30 pm on Mon- Fri except Christmas & Bank holidays.

We also offer extended appointments on weekdays 6.30pm to 8.30pm and weekends 9.00am – 1.00pm. The extended hours programme is part of the Prime Ministers Challenge Fund. Our Practice is part of the central cluster and patients offered appointments during extended hours are seen at the Crosby House Surgery, Stoke Poges Lane. Patients are seen by appointment only at this Practice.

Our Practice profile for 2016/17 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 | 401 | 331 | 472 | 670 | 446 | 374 | 314 | 130 | 68 | 07 | 01 |
| Females | 369 | 362 | 388 | 537 | 312 | 314 | 279 | 133 | 73 | 10 | 0 |
| <hr/> | | | | | | | | | | | |
| Total Males: | 3214 | | | | | | | | | | |
| Total Females: | 2777 | | | | | | | | | | |
| Total both sexes: | 5991 | | | | | | | | | | |

Report Run on: 31/03/17

We are advertising our Virtual PPG via our surgery website, surgery leaflet and posters (in the waiting area) to encourage patients to join the group. Newly registered patients are also encouraged to join our Virtual PPG. We have had a further 7 patients join our PPG group since our last report.

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 33 members in our Virtual PPG. In order to get a balanced view of the patient's opinions and suggestions we regularly email our Virtual Patient Participation

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

Patient Participation Group Representative

Mike Connolly is our PPG representative. He is also a board member for Slough CCG with patient and public involvement. He attends the majority of meetings held for PPG members in the community and at our Practice and has helped us in arranging open days. His contribution has proved to be very valuable.

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 follow:

| 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 | 02 | 07 | 01 | 07 | 02 | 01 | 0 | 0 |
| Females | 0 | 0 | 02 | 03 | 06 | 0 | 01 | 01 | 0 | 0 | 0 |
| Total Males: | | 20 | | | | | | | | | |
| Total Females: | | 13 | | | | | | | | | |
| Total both sexes: | | 33 | | | | | | | | | |

| | |
|-------------------|--|
| Ethnicity: | 12 Pakistani British 16 Indian British 01 Other Asian 01 Black African 03 British |
| Mixed Categories: | Chronic Disease: 6 Young Mother: 1 Carers: 1 Over 65: 3 Student: 1 Other Professional: 3 Foster Parent: 1 Other: 17 |

PPG Meetings

We have held a meeting with our PPG members with an open agenda in year 2016 -17. Group members were invited to the meeting via email and telephone.

PPG Meeting held on 4th April 2017

Four Virtual PPG members & some of our surgery staff were present. We received apologies from other members as the majority of the group prefer to communicate via email.

In the meeting discussion topics were about:

- CQC inspection feedback
- Patient Online Services
- Telephone Triaging
- Significant Events
- Complaints
- PPG experience and suggestions

The group discussed the recent CQC visit and the subsequent report. Overall, the Practice achieved a good report and achieved an outstanding rating for effectiveness of services. Group members were happy with the results of the inspection.

The group were informed about the using patient online services to book appointments, order medication online. PPG members felt that this was a good starting point for patients to take responsibility for their own health. It was felt however, that patients who were not computer literate would miss out on using this valuable service.

Dr Trivedi is now carrying out telephone triage on a regular basis. PPG members were happy with this and felt that some issues can be dealt via telephone. Some PPG members are using the telephone triage system regularly and are happy as they can avoid coming unnecessarily to the surgery. The introduction of telephone triaging has freed up more face to face appointments for those patients who genuinely need to be seen.

A recent significant event was discussed with the group. The group put forward their suggestions as to how to change things in future in order to avoid a repeat of the event.

The Practice has received a few minor complaints which were discussed with the group.

PPG members also put forward their experiences as a patient and what has worked well for them and what has not.

Other Feedback from the Group:

Group members are communicated with via 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.

Feedback from our PPG over the past year has been very valuable. Our PPG has been involved with taking part in the annual open day, they have put forward their views on the use of funding under the 'Prescribing Incentive Scheme' shared their views on our monthly FFT results and contributed in helping to improve our Practice. Group member suggested a few points:-

- More multi-lingual leaflets in the waiting area
- Health Checks to be offered to all middle aged patients
- Wi-Fi should be available to patients

Action Plan:

- To find more multi-lingual leaflets for the waiting room
- We have started to offer health checks to patients over 40yrs
- To look into the possibility of providing free Wi-Fi in the waiting area
- PPG members to kindly continue to offer their support to the Practice over the coming year.

Summary:

We would like to thank our PPG members for their help, support and suggestions in helping to improve our services over the past year. Their input, ideas and support has contributed greatly to improving our surgery.

We look forward to their continued support.