

Shreeji Medical Centre

Local Patient Participation Group Report April 2018 - March 2019

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 2019 there are approximately 30 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 – 1.30pm. 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 Bharani Medical Centre, Lansdowne Avenue, Slough. Patients are seen by appointment only at this Practice.

Our Practice profile for 2018/19 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	410	363	410	711	456	381	353	134	81	08	01
Females	365	373	394	541	359	307	299	147	68	12	0
Total Males:	3308										
Total Females:	2865										
Total both sexes:	6173										

Report Run on: 31/03/19

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.

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 30 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	03	02	06	01	01	0	0
Females	0	0	02	03	07	01	01	01	0	0	0
Total Males:	15										
Total Females:	15										
Total both sexes:	30										

Ethnicity:	12 Pakistani British 14 Indian British 01 Black African 03 British
Mixed Categories:	Chronic Disease: 6 Young Mother: 1 Carers: 1 Over 65: 4 Other Professional: 3 Foster Parent: 1 Other: 14

PPG Meetings

We have held a joint meeting with our PPG members and PPG member of two other GP surgeries (Manor Park and Crosby House surgery in year 2018 -19. Group members were invited to the meeting via email and telephone.

Joint PPG Meeting held on 4th October 2018

Seven 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:

- Shreeji Achievements
- Information sharing by Shreeji, Manor Park and Crosby House surgery
- Patient education session by Shreeji

The meeting was chaired by Nasreen Bhatti (PPG representative from Crosby House) and Dr Trivedi.

Dr T discussed surgery achievements:-

1. The Practice held a chronic disease patient discussion group in August 2018. Dr T ran four sessions and patients suffering from hypertension were invited to attend. Each session consisted of a maximum of ten patients which included some PPG members. In the session patients were educated about how to interpret BP readings, how to correctly take their blood pressure reading and how to maintain a record of their readings. Patients signed a consent form prior to the session and found the session very helpful.
2. Dr Trivedi discussed the results of this year's GP patient survey. The GP patient survey circulated by NHS England is sent to random patients registered with our Practice. The results showed a 6% increase compared to the results for July 2016 in patients reporting having a good experience of making an appointment. An email was received from Slough CCG to congratulating the Practice on achieving one the highest figures in Slough.
The Survey also showed that our Practice was above the CCG and NHS England average for the following:-
 - Getting through to the GP Practice via the phone
 - How helpful patients found our receptionists
 - How easy is it for patients to use our Practice website to look for information or access services
 - When patient last made appointment were they offered an appointment of their choice
 - Satisfaction with the type of appointment offered to the patient
 - Satisfaction with GP appointment times available to the patient
 - Experience of making an appointment

PPG members agreed that the results were accurate as they themselves have had a good experience in all the points mentioned.

PPG members from Manor Park and Crosby noted the content of the meeting and were going to report back to their own Practices with this information to see if certain improvements can be made at their own Practices.

Other Feedback from the Group:

PPG members are happy with receiving emails with information and news about what is happening in the Practice.

The views of the PPG are very valuable and their support is very much needed in helping to improve our services.