

Shreeji Medical Centre

Local Patient Participation Group Report March 2015

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 2015 there are approximately 25 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.

We also offer extended appointments on weekdays 6.30pm to 8.30pm and weekends 9.00am – 5.30pm. 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 Crosby House Surgery, Stoke Poges Lane. Patients will be seen by appointment only at this Practice on the days that GPs from our Practice are working there.

Our Practice profile for 2014/15 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	413	329	593	645	456	383	271	128	60	03	02
Females	419	331	479	529	290	353	228	129	65	11	0
Total Males:		3283									
Total Females:		2834									
Total both sexes:		6117									

We continue to advertise our Virtual PPG via our 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 25 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 group profile is as follow:

Current members:	25
Gender:	Male: 12 Female: 13
Ethnicity:	11 Pakistani British 10 Indian British 01 Other Asian 01 Black African 02 British
Mixed Categories:	Chronic Disease: 4 Young Mother: 1 Carers: 2 Over 65: 5 Student: 1 Other Professional: 3 Foster Parent: 1 Other: 10

PPG Meetings

We have held two meetings with our PPG with an open agenda in year 2014 -15. Group members were invited to the meetings via email and telephone.

First meeting was held on 13th October 2014

Three Virtual PPG members & some of the surgery staff attended this meeting. We received apologies from few members. Due to severe weather conditions many members were unable to attend.

In the meeting discussion topics were about NEW PROJECT - Prime Minister Challenge Fund, Electronic Prescription Service, Automated Patients Check-in system in waiting area etc.

The group discussed the pros and cons of the Prime Minister Challenge Fund and everyone agreed that the extended hour's scheme is running well.

The group was informed about a new patient checking in system in the waiting area and the Electronic Prescription Service (EPS). Group members were happy that the Practice is moving forward and keeping with the times. The pros and cons of the new services were discussed and it was agreed that all new services are very beneficial to patients and the Practice.

One of the group members thinks the waiting room noticeboard to be removed or tidied up as there were too many information posters cluttering the board.

Dr Trivedi reassures the Practice is planning to put up a TV and have all posters shown page by page on the TV.

At the end of the meeting Practice Manger asked the Group members to complete a PPG questionnaire and the feedback was very positive. One member felt that she received a good service and would recommend the surgery to others. Another member felt that he is receiving the best care and all GPs and staff are caring and kind. A third member commented that he has always received valued medical care when required and all receptionist staff is experienced and excellent.

A second meeting was held on 12th February 2015.

Four Group members & some of the surgery staff attended the meeting.

The Group were informed by Dr Trivedi that the Practice is now offering an online booking and cancelling appointment service (Patient Access). Patients will be able to book an appointment and order repeat medication online.

Mrs Trivedi (PM) mentioned about the installation of a text messaging reminder service which would inform patients of upcoming appointments and invitations to health clinics. The group were quite pleased with these new developments.

In the previous meeting one of the group members felt that the noticeboard in the waiting area was cluttered and looked messy and why changes have not been made since then. Dr Trivedi informed the group that multiple noticeboards have been ordered and will be put up within a couple of weeks' time.

The Practice Manager informed the group that from 1st January 2015 there is a regular monthly survey called the 'Friends & Family Test' (FFT) which has been introduced by NHS England. The group was emailed information about this new survey and were provided with a link if they wished to complete the survey online prior to the meeting. Those members who attended and did not complete the survey online were given a survey form to complete at the end of the meeting. The results of the survey are published every month. So far the surgery has achieved above 90% in January 2015.

Other Feedback from the Group:

Some members of the group regularly attend meetings which are arranged by the CCG for the public and PPG members. We also have a PPG representative who attends the PPG forum meetings and we receive regular feedback from him.

Emails are sent to the group as and when there are any changes or additions to services. Some members reply on a regular basis and there is also verbal feedback from group members when they attend for an appointment.

Overall feedback over the past year has been very good. Members are happy with the steady progress of the surgery and have welcomed the introduction of new technology and services.

Our members also point out areas which need to be improved.

The following points were identified by the PPG where improvements can be made:

- **Waiting Area Noticeboard:-**The notice board in the patient waiting area looks cluttered due to the notice board being too small and too many information posters being displayed.
Dr Trivedi informed the group there is a large screen TV as well as multiple noticeboards which will be displayed in the waiting area very shortly.
- **Extended Hours. Being seen by a GP from another Practice:** - A couple of group members were worried about the possibility of being seen by a GP from another Practice at Crosby House.

Dr Grewal reassured members that being seen by another GP from another Practice is still being discussed. If this does go ahead then only acute problems would be looked at during extended hours, so continuity of care would not be affected.

Summary:

We would like to thank our PPG members for their continued support throughout the year. They have been very helpful with sharing their ideas and giving us unbiased feedback which has helped us to improve our Practice. We value our members input and involvement in improving our Practice.