

Patient Participation Group Report March 2013

The practice is pleased to have set up a Patient Participation Group (PPG) so that we can involve our patients in decisions about the services we offer. The Group offers our patients the opportunity to give their views and comments and for the practice to consider its services from the patients' perspective. The aim, through mutual co-operation and improved communication, is to provide an improved, patient-centred health-care service.

The practice publicised its intention to set up a PPG with clear notices in the reception and waiting areas, as well as by direct communication at the reception desk and at consultation. We wanted our Group to be as representative as possible of all our patients, so needed, initially, to have an understanding of our patient population. Through consulting sources including the Joint Strategic Needs Assessment and Richmond upon Thames LINK, we were thus able to appropriately weight our efforts to ensure we included those groups who might otherwise be under represented.

Our area population demographic classifications are considered to A B C1 C2 D

The area age profile is approximately

0 – 15yrs	19.2%	
15 – 64 yrs	67.3%	
65+	13.5%	(Population Projections Unit 2012)

Area ethnicity data

White	84.6%	
Mixed	2.8%	
Asian or Asian British	6.7%	
Black or Black British	3.1%	
Chinese or other	2.8%	(LBRuT Equality profile 2011)

We were pleased to be able to recruit members who indeed reflect a cross section of our practice population. Our Group is made up from representatives of different ages, gender and ethnic groups and those from different walks of life, home makers, the working population and those who are retired. Additionally, we ensured patients who were carers are represented on the PPG.

We envisage the membership of our Group will naturally grow as it becomes more established.

The first meeting was informative and constructive and the discussions resulted in the identification of priority areas, with due regard to resources available and equality to our whole practice population. Inevitably there were differing views on how best to improve or enhance our procedures. We thus determined to consider each area in terms of short, medium and long-term goals. This approach resulted in a unanimous agreement as to the way forward. We agreed the terms of reference for the Group and appointed the chair at this meeting.

Having identified the priority areas, we now wished to gain the views of our wider patient population by means of a survey consisting of short questions, appropriate to

the priority areas agreed. These proposed questions were remotely relayed to the PPG and their comments invited. It was agreed we would post our survey on the surgery website, but, importantly, in order to include the views of our patients who prefer not to use the internet; copies of the survey were also handed out by the doctors and reception staff. Posters inviting participation in the survey, both on line and on paper, were clearly displayed in both practice waiting areas. The survey was pro-actively advertised by the reception staff and doctors and nurses at consultation. Our patient call system afforded a further vehicle for the survey's promotion.

The results of the survey were remotely shared with the Patient Participation Group and resulted in discussions which were valuable in forming our action plan.

Practice Survey results

Q1. Would you welcome the introduction of a totally open surgery one morning per week, on the understanding that the waiting time may be significant and there would need to be a cut off time for arrival at the surgery with the expectation to be seen that morning?

Yes 71%
No 29%

Q2 Following the practice's intention to improve and extend this website, what further information/facilities would you like to be included?

On-line appointment booking and information on the individual doctors' specialism were identified as areas of importance to our wider patient population. Information regarding such procedures such as fasting blood tests was also requested.

Q3 With regard to the building and physical environment at either Sheen Road or Lock Road surgeries, what improvements would you suggest to improve the patient experience?

Not all responded to this question.

However the requirement to replace the front door at the Lock Road surgery which is heavy and has become difficult to open was identified. Similarly a comment was received regarding the entrance at Seymour House surgery with regard to the need for wider doors. Total refurbishment of this area is already planned for later in the year.

Our proposed action plan was established and forwarded remotely to the members of the PPG inviting any comment or improvements. The resultant action plan was thus adopted in discussion and with the full agreement of the PPG.

Action Plan

Q1 Open Surgery

Over the next months the practice will trial a totally open, non –booked, walk-in surgery, one morning per week. The day will remain constant, but the individual clinician will alter. A cut-off time for arrival of 10 30 am will be implemented. This additional service will be fully publicised on the website and in the surgery premises. An audit will be carried out to gauge patient satisfaction after the surgery has been running for approximately three months.

Q2 Surgery Website

The surgery website will be updated and improved to include specific doctors' areas of interest, and relevant clinical information. The facility for on-line booking as well ordering of repeat prescriptions has been identified areas of importance by our patients and consideration of this will thus be prioritised.

This will be undertaken in conjunction with our website supplier and practice team

Q3 Physical environment

Front door at the Lock Road surgery: Arrangements for its replacement are currently in hand.

The Patient Participation Group will be regularly up to date with progress and consulted regarding any ensuing work- in -progress decisions. The practice website and practice leaflet will be likewise updated.

Weekday Opening Hours

Monday – Thursday: - 8 30am – 6 30pm (5 30pm Friday) Further information is available on the website and practice leaflet

Extended hours

Saturday: - 9am – 1pm

Doctor and nurse clinics booked/ walk in appointments available

Services can be accessed using the Patient Partner system on the telephone either remotely or choosing the option to speak to receptionist, or visiting in person.

The next meeting of our Patient Participation group is planned for May 2013 and will be publicised on the surgery website and at reception.

This report will also be displayed on the surgery notice boards and copies available in the waiting room and at the reception desks.

If you would be interested in joining the Group please do contact the practice, we would be very pleased to hear from you. If you would find it difficult to attend the occasional meetings, do still contact us, as you will be able to participate remotely. It is not necessary to have an email account.

We would very much like to have your views on any aspect of our service.