

# TRIVENI PMS

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**Escreet Grove Surgery**  
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## PATIENT PARTICIPATION REPORT

### 2013/14

We have now an established Patient Participation Group, which has been running for more than a year.

We have 8 active members across various ages between 25 and 85 years old. Representation from both sexes and various ethnicities (Caucasian, Nepalese, Vietnamese), single mothers, pensioners, one member with dyslexia and a priest, all members of the group are registered with the practice.

We encourage people via various methods to join the group e.g. via reception, waiting area, posters, during consultations and our website. We have tried very hard to recruit more members, sometimes language is a barrier.

There are regular meetings of the Triveni PMS Patient Participation Group and after discussion issues are prioritised. They have been included on our local practice survey. This was formalised in one of the meetings held on the 7/3/2014. The questions on the questionnaire were targeted mainly to access – opening hours, new services available and communication of these services.

Once the questionnaire had been drafted the Triveni PPG met to review, comment and agree on it before giving them out. The survey once agreed and finalised by the PPG and the practice. The practice was able to validate the survey and its methodology, as we discussed the questions with the group to make sure that they were able to be clearly understood and that a majority of patients would be able to complete them without assistance.

The survey was given to patients whilst waiting for their appointment. Thirty surveys were completed and returned to the receptionist. The returned surveys were analysed, and a report prepared for discussion in the Triveni PPG. The analysis of this survey has been displayed on the practice website and hard copies are available at both surgeries.

The results of the survey were discussed at a Triveni PPG meeting after it was analysed. After discussion within the group and action plan was agreed.

**ACTION PLAN (agreed on 28/03/2014):**

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- ∞ To consider facebook account for Triveni PMS to improve awareness of new and ongoing services provided by the surgery. Time frame: by June/July
- ∞ Extended hour surgery to be publicised more. Time frame: April/May
- ∞ Surgery should continue providing phlebotomy services and increase capacity. Time Frame: July 2014.

Key actions identified by the PPG will be updated as required in the practice leaflet and practice website. Progress in the areas on the action plan will be updated regularly.

Opening hours of the practice premises are given below. Service can be accessed on the telephone, face to face and via on-line patients services.

Opening hours:

## **Escreet Grove**

Monday	8:30am to 19:45pm (extended hours surgery)
Tuesday	8:30am to 18:30pm
Wednesday	8:30am to 18:30pm
Thursday	8:30am to 13:00pm
Friday	8:30am to 18:30pm

## **34 Plumstead Common Road**

Monday	8:30am to 18:30pm
Tuesday	8:30am to 18:30pm
Wednesday	8:30am to 18:30pm
Thursday	8:30am to 18:30pm
Friday	8:30am to 18:30pm

Extended hours on Mondays – appointments are available with GP's, Nurse Practitioner and Practice Nurse

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