

Triveni PMS – Patient Participation Group

ESTABLISHING A GROUP AND PRG PROFILE

- This was a lengthy process and after a lot of effort we were finally able to gather a few members from our patient list that agreed to attend the practice and to initiate a Patient Participation Group for Triveni PMS. Our first meeting was held on 20 November 2012.
- Various methods were used to recruit patients e.g. advertising in reception (see attached), GP's approached patients at the end of consultations, leaflets in waiting area and the reception staff also approach patients to join the group and give out information.
- We tried to include a variety of ethnic backgrounds as well as people who are working and unemployed, these were approached using the above methods.
- All the members are registered patients and a breakdown with regard to their sex, age and ethnicity is below:

Female Members	30 %
Male Members	70 %

Age Group 25 to 50	80 %
Age Group 50 to 75	10 %
75 and over	10 %

Caucasian	30 %
Asian	50 %
Black African	10 %
Eastern European	10 %

We are continually trying to develop new methods to recruit new members to the group

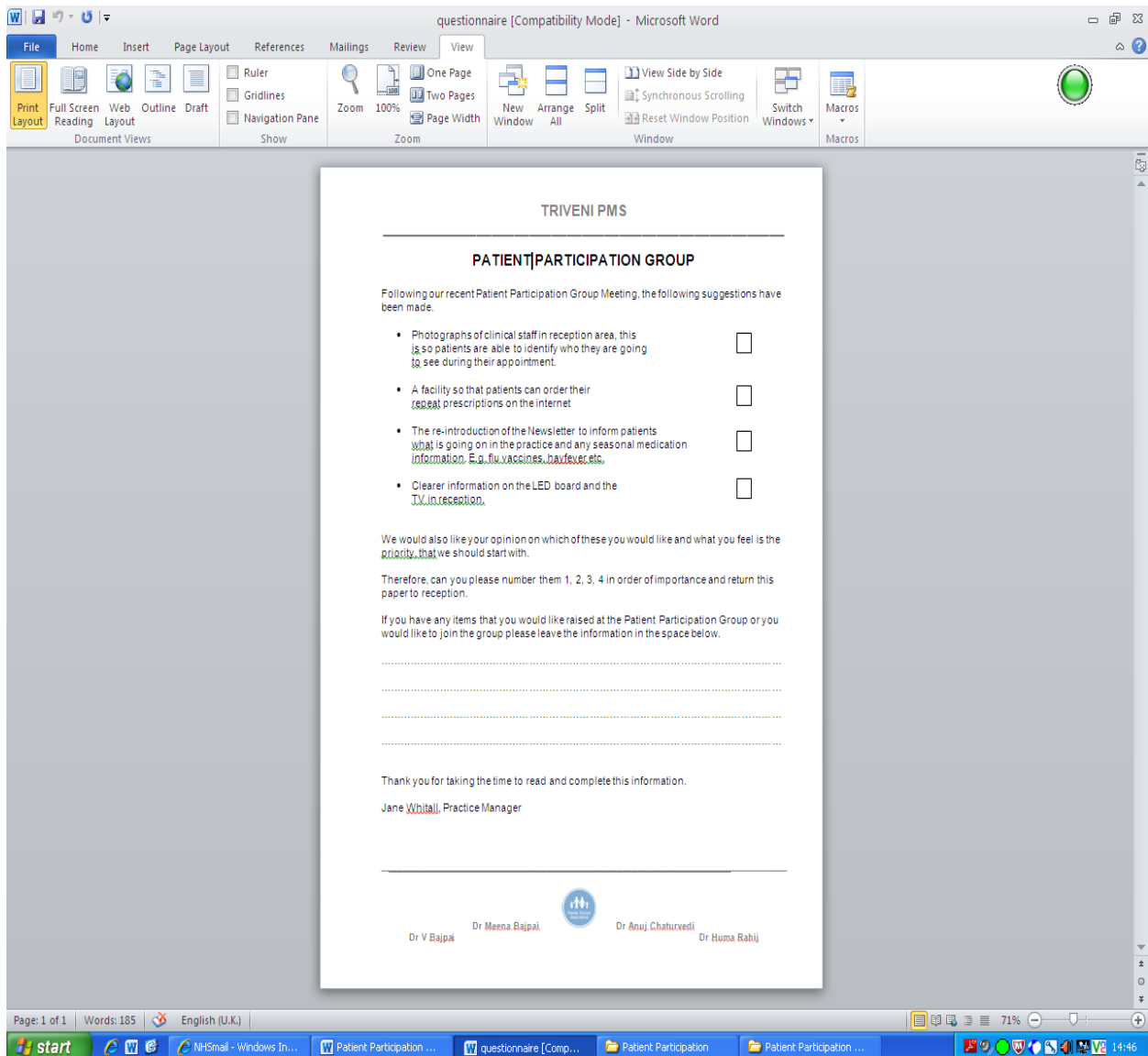
Requirements of the group

- All attendees are asked to do the following at their first meeting:
 - Sign a practice confidentiality agreement

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- We have established a set of ground rules which we will follow during the meetings
- All attendees to sign an attendance sheet when they attend each meeting.
- Asked if they had a preference of when meetings held.

SURVEY AND RESULTS



RESULTS OF ABOVE:

Photos of staff in reception area	=	26% of patients in favour
Order repeat prescriptions on line	=	45% of patients in favour
Re-introduction of Newsletter	=	10% of patients in favour
LED board in reception improvement	=	19% of patients in favour

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Surveys were given out to patients visiting the surgery for their input. Depending upon the results, we would prioritise the findings at the next meeting.

We collated the results as shown above in this document. The results were discussed at the next meeting and it was decided that the two most popular items should be addressed before the end of this financial year (April 2013) and then we would tackle the third and fourth priority in the new financial year.

- The 4 priorities decided from the results were:
 - Repeat prescriptions via website
 - Photos displayed in reception of staff
 - Newsletter (Quarterly)
 - LED board information

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ACTION PLAN:

Priorities:

The first two items were:

Requesting Repeat Prescriptions on line:

We have now activated this system on our website and created a Hushmail account for confidentiality purposes. We will run a survey in the 6 months for feedback once this has been running for a period of time.

Photographs of Doctors, Clinical Staff and Manager at reception:

- Ability to identify clinical and administrative staff.
- Choose the clinician of their choice

Future projects:

Newsletter, LED boards

The first Newsletter to be re-introduced in August 2013. This will be done with input from the PPG.

Review LED board to improve messages displayed.

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Surgery opening hours

The surgery telephone lines for both surgeries are open from 8am to 6:30pm Monday to Friday.

The Surgeries are open as follows:

Escreet Grove

Monday	8:30am to 18:30pm 18:30pm 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

This report is published on our website www.trivenipms.co.uk and is available in paper form in our reception area.