

## **Patient Participation Group Report**

### **Description of the practice population:**

Triveni PMS has list size of 7367

Information taken from Primary Care Web tool shows that:  
51.51% are female ( Greenwich Borough average is 51%)  
48.49% are male (Average for Greenwich is 49 per cent)

Other demographics show that:

48.25% are between 15-44 years of age ( Greenwich average is 47 %)

18.91% are between 45-64 (Greenwich average is 23%)

3.84% are between 65-74(Greenwich average is 6%)

The statistics show that 56.85% list size is from a BME population compared with a Greenwich Borough average of 37%.

### **The Patient Participation Group:**

Patient Participation group was formed in the year 2012. Over the ensuing years some members have left and others have joined. Members have been finding difficulty in attending meetings due to various other commitments. In the recruitment process we discussed to have a 'Virtual group' but this was not something which was of interest but we are still working on it.

In order to increase our membership and to establish a more robust group another recruitment drive took place during 2014. Notices were put up in waiting areas of both sites and on the web site. Clinicians and receptionists encouraged patients to join PPG by handing out leaflets during routine clinic appointments and dedicated clinic appointments like Chronic Disease Management Clinics e.g. Diabetes-COPD-Asthma etc. Patients were also informed and encouraged to join our PPG during their New Patient Check when they first joined the surgery. We held meetings in the evenings but attendance was very little, on consultation with the group through telephone, the meetings were shifted to Friday afternoons, however attendance is still a struggle and this is something that we have decided to look at in the following year.

### **Profile of the group:**

The group currently has 19 members but recruitment is ongoing.

It is made up of

10 male patients and 9 females, this equates to 58% males and 42% females:

0% of the group is under 16

0% of the group is 17 - 24

15.7% of the group is aged 25-34

5.2% of the group is aged 35-44

26.3% of the group is aged 45-54

15.7% of the group is aged 55-64

21.05% of the group is aged 65-74

15.7% over 75

53% are Caucasian

26 % are Africans

21% are Asians

53 % are owner occupiers

47% live in rented accommodation

37% are in employment

37% are retired

26% are unable to work

37% of the group have a long term illness, disability or infirmity.

The group meets regularly on Friday lunch time between 1.30 pm to 2.30 pm. The Group's terms of reference include the overall aim of the group which is to "facilitate and improve communication between patients and the practice and thus improve services and quality of care given to the patients.

It was agreed that the chair of the group would forward agendas, minutes and other information to all 16 members in the group via email in order that those who have signed up but not been able to attend meetings will still be able to contribute.

During the meetings general complaints were reviewed, for example waiting times in surgery, repeat prescriptions etc and action plans from previous reports were discussed including the outcomes.

In 2014-2015 meetings were held on 8/8/2014, 10/10/2014, 23/1/2015, 23/3/2015.

Action plans from previous years were reflected upon and the group felt and agreed that appropriate actions have been taken. A new survey was discussed on the common themes which surfaced during the meetings. PPG suggested that survey should be shorter this year and should focus on practice improvement ideas from patients and about the way information is disseminated to patients including appointment times. Our previous action plans have been online appointments, Facebook for information, extended hours surgery to be publicised more and surgery to continue to provide phlebotomy service and increase capacity for more appointments for phlebotomy. It was noted from previous survey that information regarding services offered by the surgery and extended hour surgery timings were not very well known to patients and questions also focussed around these issues.

The priorities were agreed at a PPG meeting on 23/1/2015. During this meeting PPG agreed how practice should distribute the survey which was similar to the last time. Reception staff would ask patients to take a survey form to complete while they were waiting to see a clinician. The surveys would then be posted then be posted into boxes left in waiting rooms and at

reception. The clinicians would also hand out surveys to patients at the end of the consultations and also at the end of the Chronic disease management clinics like diabetic and COPD patients. Notices would also be put in waiting rooms encouraging patients to ask for forms. Also some surveys would be taken out on home visits. The PPG agreed that these would be the most effective methods of distribution in order to reach as large a cross section as possible. PPG agreed that collation of results of the survey could be done by a dedicated practice staff member, previous to this all the responses to be brought to the PPG meetings prior to collation of results for discussion. The survey was done over a period of two weeks in the weeks from 9 of March to 20 of March. Results from the survey would be uploaded on the practice website.

### **Survey results:**

At a meeting held on 23/3/2015 the PPG were presented with all the responses of the survey. In summary these were:

- 24 responses across both sites over a period of 2 weeks.**
- 12 patients aware of online repeat prescriptions and appointment.**
- 18 out of 24 felt that they have enough information about services provided by the surgery.**
- 11 patients aware of surgery website.**

### **Improvements suggested on survey:**

- Quicker appointments for patients who work full time with flexibility.**
- Phone lines wait time too long- to decrease wait time in answering telephone calls.**
- Offer appointments at an earlier time so patients can attend before then going on to work.**

### **Action plan:**

PPG felt that results of the survey overall were good and did feel that patient information need improving which should be targeted with new patient check ups.

Surgery need to free up telephone lines during peak hours for appointment only, e.g. patients to call for other queries like results etc at another dedicated time. Surgery need to be stricter about these timings.

Advertise that Surgery offers telephone consultations to all patients as an alternative to appointment in surgery to free up face to face appointments.

Early surgery on two days a week – 8.30 am start.

To publicise services offered by surgery e.g. appointments timing like early and late appointments, through various means, like new patient check, annual check-ups, reception area, notice board, Face book, website and include a leaflet in the New Patient Pack.

Also, common conditions for self management on web site and Facebook, maybe seasonal like hay fever, as hay fever season is approaching.

To advertise about same day appointments primarily for children under 5, elderly and people at risk.

A reminder to all our patients:

Triveni PMS opening times are:

Escreet Grove site: Monday to Friday 8:30am to 6.30 pm.

Telephone 0208 854 0157

Plumstead site: Monday to Friday 8:30am to 6.30 pm

Telephone: 0208 854 0229

**Telephone lines are open from 8am at both sites for appointment booking.**

Appointments are available at both our surgeries during the times above.

We also offer extended hours at our Escreet Grove Surgery on a Monday evening from 6:30pm to 7:45pm. On bank holidays these later appointments are moved to a Wednesday evening.

Our website address is [www.TriveniPMS.co.uk](http://www.TriveniPMS.co.uk)