

TRIVENI PMS – PATIENT PARTICIPATION GROUP

ANNUAL REPORT 2015/2016



COMPONENT 1

Practice has an established PPG

Our PPG is now in its 5th year. We meet regularly but would still like the group to expand. We have introduced more virtual members this year however we would like more attendees at the surgery if possible

Description of the profile of the members

Practice list of 7482 – This is slightly up on last year however the turnover of people joining and leaving due to temporary accommodation and deprivation in the area is still high.

All members are above the age of 45 years. We are finding it difficult to encourage younger members to join our group.

Practice has 3655 male patients and 3827 female

85+ years	Female	42	Male	16
75 – 84	Female	84	Male	80
65 - 74	Female	146	Male	139
45 - 64	Female	713	Male	814
15 - 44	Female	1883	Male	1598

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05 - 14 Female 607 Male 615
0 – 4 Female 352 Male 393

Based on the average in the UK we still have a very high deprivation in the area and a high crime rates, as a result of this we are still finding it difficult to engage patients to join our group.

We have now tried to offer a virtual group in addition to the group that meets in the practice on a regular basis. They are sent regular invitations when a meeting is coming up and asked for comments if they cannot attend the actual meetings.

This was done to try and encourage our housebound patients, patients that may work different shifts who can not always get to the surgery for such a meeting. It is hoped to encourage patients to participate via another means.

We are also still inviting all our newly registered patients, via an invitation when registering with the practice in hope that this may encourage new members.

With regards to recruiting new members we continue to advertise, we have notices in our waiting rooms and we also advertise on our Facebook page and website. We are also going to advertise via the IPlato messaging service in 2017 to see if this has an impact. Our chair person for the group, who was very active, has unfortunately relocated so is no longer at the practice. However, we do have a new member who has joined the group who is very keen with getting involved with the PPG and it is our intention to approach them in the new financial year to ask him to come on board and help run the group from a patients perspective.

Administration and clinical staff continue to approach patients to encourage them to become members of the group.

COMPONENT 2

Agree with PRG which issues are a priority and include these in local survey

During the first half of the year we fed back to the group on last years developments and also asked for input as to what items it was felt we could tackle this year at the practice. After feedback on line and discussion in the group the following was agreed:

- On line appointment booking and repeat medication ordering
- Weekend appointments at the “Hub” for patients
- Registering at the practice On-line
- If patients were aware that there was a Patient Participation Group.

We discussed all these items in detail and a survey was put together by the group. Due to the mixed population and the language barriers, we informed patients that receptionists were available to help if they needed.

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Because of the extra time that may be needed for the survey to be conducted we spread the survey over a few weeks so receptionists had more time to help patients if necessary and this put a little less pressure on them at the front desk whilst carrying out their normal duties.

The survey was distributed during the end of February/beginning March.. We received 83 completed surveys back which was less than last year, but, we still felt it was a good response and the selection of patients it was given to was as broad as we could manage.

The survey was reported back to the patients in the waiting areas and put on the website and our facebook page.

COMPONENT 3

Patient views through the survey

Our survey was a basic four question survey this year, again this is to make it simple for our patients because of the previously mentioned language barriers and deprivation. Again they were also encouraged to leave any comments that they felt relevant at the end of the survey if they so wished. These comments are addressed in Component 6 – action plans for the future and feedback.

Survey questions and results:

1. Did you know that you can book appointments on-line 24 hours a day and also order your repeat medication on line without having to visit the surgery
Yes 46.99% No 53.01%

If your answer is no and you are interested, please ask at reception how you can sign up for this service.

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2. Did you know that the practice has a Patient Participation Group? **Yes** 21.69% **No** 78.31%

If your answer is no, would you like some information about the group and how you could be part of it. Yes 25.30% No 32.53% LEFT BLANK 42.17%

If you have answered **yes**, please give your email address to be contacted: 32.53% people left email addresses

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3. Did you know that there are weekend appointments offered for Saturdays and Sundays at one of Greenwich's Hub Surgeries for pre-booked appointments only.

These can only be booked by talking to a receptionist on a Friday. YES 25.30%
No 74.70%

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4. Do you think it would help if new patients could register on line? Yes
81.93% No 18.07%
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COMPONENT 4

PPG opportunity to discuss survey results

The survey results were discussed with the PPG and priorities were set and suggestions were made regarding the areas and how they could be improved. The PPG agreed that the findings were fairly conclusive and that patients seemed positive. Some of the items in the survey are already now in place in the practice.

The additional feedback on the forms was also fed back to the group which, on the whole, the group agreed with.

- Put notices on front doors of new things happening
- Appointments are always fully booked and patients are told to call back at 8am the next day
- More appointments
- Weekend appointments at the actual surgery
- More late nights
- Waiting time in surgery should be cut to 20 minutes maximum
- Sometimes it takes 15 days to get an appointment
- Appointments need addressing

Agreement was made on the items discussed and plans were made and agreement from the PPG was achieved.

COMPONENT 5

Action Plan

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The following action plan was agreed by the PPG, Practice Manager and Dr Chaturvedi at the meeting held in February 2016

Highlighted Issue	Planned action	Responsibility	Timescale
Booking appointments 24 hours a day	This will be advertised more via usual channels, also a new APP has been introduced for mobile phones to encourage patients to use automated booking	Practice Manager	Completed but needs to be monitored as new. – to be reviewed monthly.
Did you know about the PPG Group	To advertise more widely and for reception team to encourage patients more	Team Leader, Reception Staff and clinical staff	Ongoing, Number of members to be monitored on a regular basis e.g. discuss at meetings.
Weekend appointments	This service is offered at two locations in Woolwich and we will advertise this service more widely and put it on our facebook page and website	Practice Manager Team Lead Clinical staff	3 months maximum
Registering at the practice on line	This has been a slow process and we are putting in place help in the reception are for patients who are a little less confident on their phones and laptops to use the system	All staff members to promote this. Help being provided for one week at first to train patients on how to use the new system	6 months

This action plan was agreed in PPG meeting on 30 March 2017..

COMPONENT 6

Action plans from 2015/2016

From the 2015/2016 survey we have looked at it in detail both with the PPG members and also discussed this at staff meetings.

Firstly the on line appointments – This initially had a slow uptake firstly by patients and secondly because of in house training as to what was required by INPS (vision). This is now all sorted out and we are advertising for current patients to register for this service and all our newly registered patients are encouraged to register for services on line.

Late night appointments. These are really working well and are being utilised by our patients. We believe the advertising which took place at the suggestion of the PPG really helped towards this taking off.

Confidentiality at the desk Patients are getting better at respecting peoples privacy at the desk and are using the new notice boards to ask them to stay back and wait for the next space available at the desk. Also all receptionists are being

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Careful what they repeat on the telephone lines and only repeat the minimum requirement of information back to the patients to confirm their appointment. This has worked very well at the practice.

Patient Participation Group We still encourage and invite patients all the time and staff promote the group. We are still struggling with patients attending the surgery but we hope to try and invite via text on mobiles as contact via this method seems to have a positive effect on patients and works extremely well.

All the above have been implemented as a result of last years PPG discussions and survey.

Opening hours when you can telephone both surgeries surgery are

Monday to Friday from 8am to 6:30pm

Surgery opening times at Escreet Grove are

Monday	08:30am to 13:00pm	14:00 to 18:30pm
Tuesday	08:30am to 12:30pm	13:30 to 18:30pm
Wednesday	08:30am to 13:00pm	14:00 to 18:30pm
Thursday	08:30am to 13:00pm	
Friday	08:30am to 13:00pm	14:00 to 18:30pm

Surgery opening times at 34 Plumstead Common Road are

Monday	08:30am to 13:00pm	14:00 to 18:30pm
Tuesday	08:30am to 12:30pm	13:30 to 18:30pm
Wednesday	08:30am to 13:00pm	14:00 to 18:30pm
Thursday	08:30am to 13:00pm	14:00 to 18:30pm
Friday	08:30am to 13:00pm	14:00 to 18:30pm

Extended hours session is at Escreet Grove on:

Monday	18:30pm to 20:00pm
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Appointments can be booked up to one month in advance: all appointments are for 10 minute slots. We also offer same day appointments, telephone consultations and home visits.

Patients that have registered for the appointment app, which is a new service, can book appointments 24 hours a day 7 days a week for up to one month in advance.

There is a doctor on call at the surgery Monday to Friday from 8am to 18:30pm.