

Gower Place Practice

Patient Participation Group Action Plan 2014/2015

Action Plan agreed at our PPG Meeting on Tuesday 5th March 2014:

Our recent quarterly PPG meeting was held on Tuesday 5th March 2014, we had a packed agenda with items from both the practice and patients. We were delighted to welcome a new member to our group this month. Our Patient Group continues to be a very valuable asset to Gower Place Practice.

All attendees made very valuable contributions to the meeting. This Action Plan was agreed following detailed discussion around the results of our Annual Patient Survey which was conducted and completed during February/March 2014. This Survey was agreed and designed by our PPG and discussed fully at the meeting on 5th November 2013 (see previous minutes).

The group agreed that following areas should formulate our Action Plan for the coming year:

1. Privacy & Confidentiality - from our patient survey it was noted that although the majority of our patients thought showed good respect for privacy and confidentially some patients felt we could improve in this area. After discussion with the group we highlighted some need for a 'quiet area' within the practice. It was recognised that space was limited but we will utilise our side corridor next to reception, which we will promote via some posters/information at the reception desk.

Actions agreed:

- Discussion with reception and clinical team
- Posters/information at the reception desk
- Information on our website

2. Opportunity of speaking to a doctor or nurse on the phone - (this area of our survey improved from 69% to 79% in this year's survey).

Discussion: Our survey has shown a 10% improvement but this remains an area of concern for our patients. The survey also showed that our patients value the Walk-in-Surgery therefore, we decided as a group on the following actions:

Actions agreed:

- We will continue to offer telephone appointments in addition to our very popular Walk-in-Surgery (ensuring there is no loss of doctor cover during walk-in-surgery times).
- Posters and Flyers in the waiting room
- Envisage electronic notice board in our waiting room
- Print information on the right hand side of prescriptions
- Highlight information in our Practice Leaflet and on our Web Site
- Via Text messages/reminders
- Continue to advertise our Telephone Triage Clinic (TTC) pilot on our web-site and on the Envisage Board.
- Our Receptionist team will opportunistically offer this TTC service to patients.

3. Patient awareness of all the services offered by the practice - (again 78% of Patients were aware of these services and 22% were not, this has remained the same as last year). Example of our services: Travel Clinic, Cryo Clinic, Seasonal Flu Clinic, Booked appointments, Test results, Repeat Prescriptions.

Discussion: The group discussed why this area continues to receive a low score. We discussed our very high annual turnover of patients (approximately 2,500 patients are off listed annually & and approximately 2,500 new patients register annually). It was unanimously agreed that continuous Patient Education was the key here and again we will continue to work on this area. Our aim is to simplify some of the medical terms for both overseas patients who may be first time users of the NHS and also young patients who are away from home for the first time and accessing their medical care without parental/guardian help.

Actions agreed: We will translate our First Time Users of the NHS leaflet into several languages including French, Spanish and Mandarin which covers the majority of languages used. We will look at redesigning our posters and leaflets detailing our services. We will also use our other in-house advertising avenues:

- Envisage electronic notice board in our waiting room
- Print information on the right hand side of prescriptions
- Highlight information in our Practice Leaflet and on our Web Site
- Via Text messages/reminders

4. GP First - this is an area that both patients and practice are keen to address. Attendance at A&E continues to rise, the Group discussed ways to encourage patients to see their GP first rather than attend A&E. The practice went on to introduce a local initiative called GP First.

Actions agreed: we will promote the initiative with the following actions

- Posters and Flyers in the waiting room
- Envisage electronic notice board in our waiting room
- Print information on the right hand side of prescriptions
- Highlight information in our Practice Leaflet and on our Web Site
- Via Text messages
- Our Receptionist team will opportunistically promote this to patients.

We will evaluate the progress of this initiative throughout the year.

We would like to thank our Patient Group members for their continued support of the practice and their valuable contributions to our development and look forward to welcoming more patients to our group.

If you would like to join the Gower Place Practice Patient Participation Group (GPP PPG) please contact Carol Sheils on 020 7387 6306 or e-mail: gpp@nhs.net

Member Profile & New Members Recruitment information on next page.

Gower Place Practice Patient Participation Group

Member Profile and New Members Recruitment:

Our PPG is usually a group of 10 attendees comprising of 6 to 7 patients and 3 to 4 members of the practice team.

The age range of the patients in our group is early twenties to mid-eighties.

The ethnicity of the patients in our group is varied.

We have representation from patients who are students, patients who are parents & carers, patients who are in employment and patients who are retired.

We advertise for new members via our web-site, posters in the waiting room and on our electronic patient information board in the waiting room.

Our reception team opportunistically promote the group to patients when they are in the practice and also during phone conversations when the opportunity arises.