

# Greenwich Peninsula

## Patient Participation Group Report for 2013-2014

The Greenwich Peninsula Practice has a Patient Participation Group which consists of a small group of patients who meet on a regular basis. Its aim is to improve the services that the practice gives to its patients and is keen to get views from all the patients on any aspect concerning the surgery and any suggestions as to how to improve the services that the practice can offer.

The members of the PPG consist of both males and females and comprise of a wide age range and come from different social groups, some work and some are retired. We have tried to get a group which would represent all the patients in the practice. Patients representing a cross-section of our capitation by age, race, gender, social background, ethnicity, location of residence (geographically), the disabled, able bodied and carers were approached personally to join the PPG. Whilst some patients were very keen to engage, others were not able to dedicate time. All patients are automatically members of the group, and free to have a voice. The PPG office holders will provide the link between Practice and Patients. We feel that the PPG office holders is a fair representation of the patients in our practice.

Prior to the survey we had a meeting and discussed how we would decide what topics should be included in the local practice survey, and what information would be useful to the PPG. We circulated a questionnaire with all which asked all patients attending the surgery to rate topic priorities for our survey. Analysis from the surveys will help us determine which areas our patients feel are of more importance and need greater surveillance.

Our Practice Survey can be found on our Practice and NHS Choices website. The views of our registered patients are important to us and will help us forge a way forward for the practice and patients.

From the meetings we have held it was agreed the following action plan

### PPG Action Plan for 2014

1. The existing appointments system has been changed as a response from our patients and will be constantly monitored by the practice over the year.
2. The practice have implemented on-line appointments and will monitor over the next year.
3. Telephone access, this has been agreed with Oxleas and await implementation to improve telephone access and appropriate directing. To monitor progress.

The practice will continue to help the PPG build up a database of email addresses of patients. The Practice has agreed to support the action plan and priorities identified by the PPG.

As a result of last year's survey and action plan:

1. The PPG has started to build up a database of patients' email addresses.
2. Notice boards delivering information to patients and publicising the work and existence of the PPG.
3. The appointments system has been changed and will continue to be monitored.

The practice is open from 08.00 to 18.30 Monday to Friday and we offer extended hours on a Tuesday and Thursday opening at 7.00 until 19.30. Patients can access the surgery in person during these times or by telephone call to us.

We accept repeat prescription over the telephone for housebound patients and offer on line prescription ordering.

We thank our PPG group for their support and look forward to working with them in the coming year.