

Greenwich Peninsula Patient Participation Group Report for 2015-2016

The Greenwich Peninsula Practice has a Patient Participation Group which consists of an expanding 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, and this year have successfully engaged with our younger population. 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 completed 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.

The Practice offers a range of appointments :

- Pre-bookable, online and book on the day appointments available with both GP'S and the Nursing Team
- Tuesday evening late opening until 8.30pm
- Saturday morning opening between 9-11
- Telephone appointment also available everyday
- From 4th April Clinical Telephone triage appointment system will be trialled

The Action plan:

PPG Action Plan for 2015/2016

- Did not attend appointments – trying to counteract those patients who DNA their appointments.
The PPG kindly published a leaflet in the Greenwich Times to help us in our endeavours to counteract Patient DNA appointments. This will remain an action as although we managed to dip below 200 per month the numbers have again risen.
- Telephone System – NHSPS has agreed a review of the system, due to the departure of Oxleas
- PPG group members are producing a Welcome Pack for new members
- PPG are producing a monthly newsletter which will be published on the websites to allow access for all patients, this will include projects they are working on in conjunction with the Practice.
- The PPG will help us to promote the following services which will be shortly available in practice
 - As a Practice we continue to look at ways of enhancing the services we provide. We currently are underway with the provision of new services which include :
 - AQP for Anticoagulation which will be commencing 14th April 2016 – training all completed
 - Minor Surgery – GP training completed, sign off and contract approved by NHS England, service to commence 15th April 2016
 - Women's Health – Practical sign off for our GP and ANP for Coils and implants, service will then commence
 - Yellow fever Centre – refresher training for our current Practice Nurse and registration with Nafnac to enable provision of a travel clinic.

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.

The Practice accepts repeat prescriptions over the telephone for housebound patients and offer on line prescription ordering service, our other online services are now ready to change in line with Patient access for detailed coded records and policy and forms are in Practice.

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