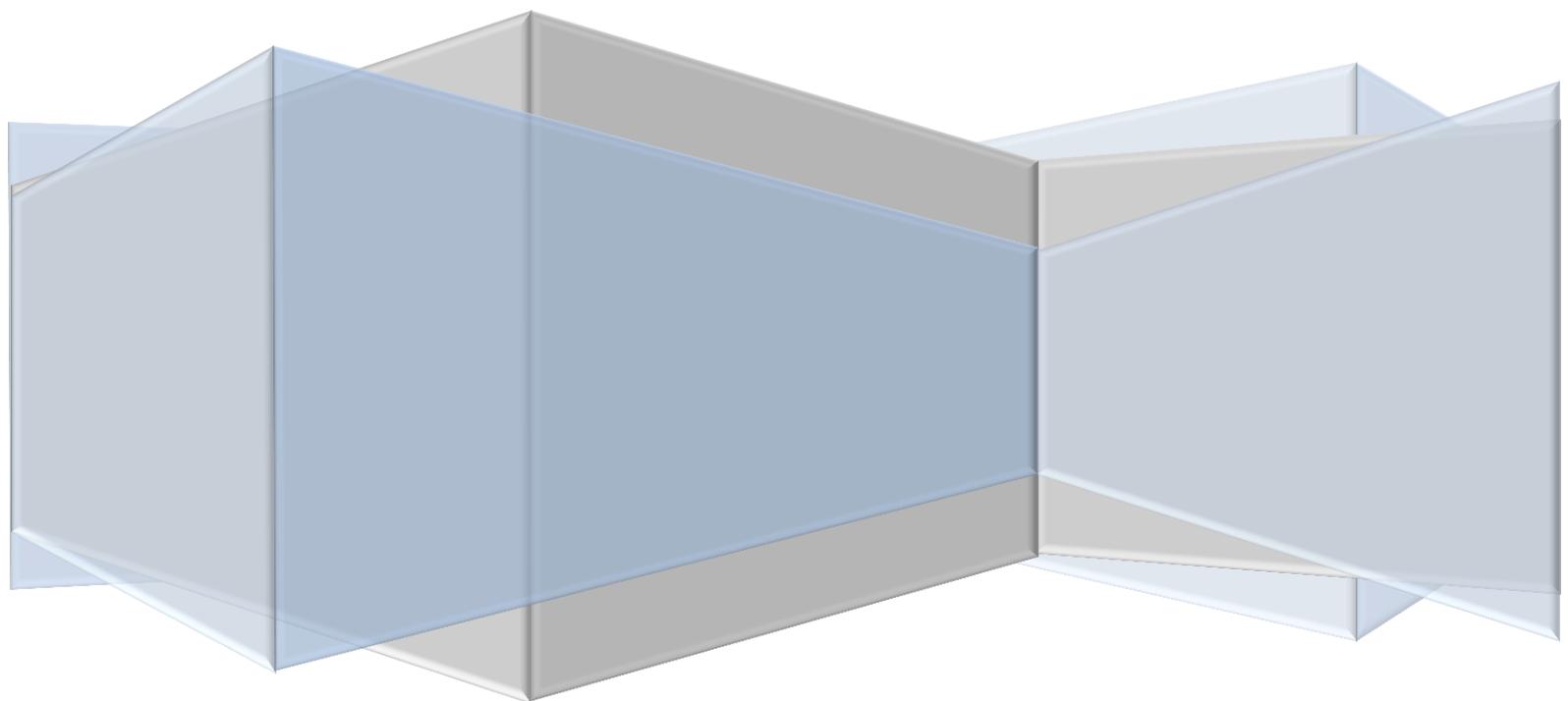


**PRIMROSE HILL SURGERY**

**PATIENT PARTICIPATION GROUP  
ANNUAL REPORT 2013-2014**

*Prepared by Donika Xhixha, Practice Manager*



## INTRODUCTION

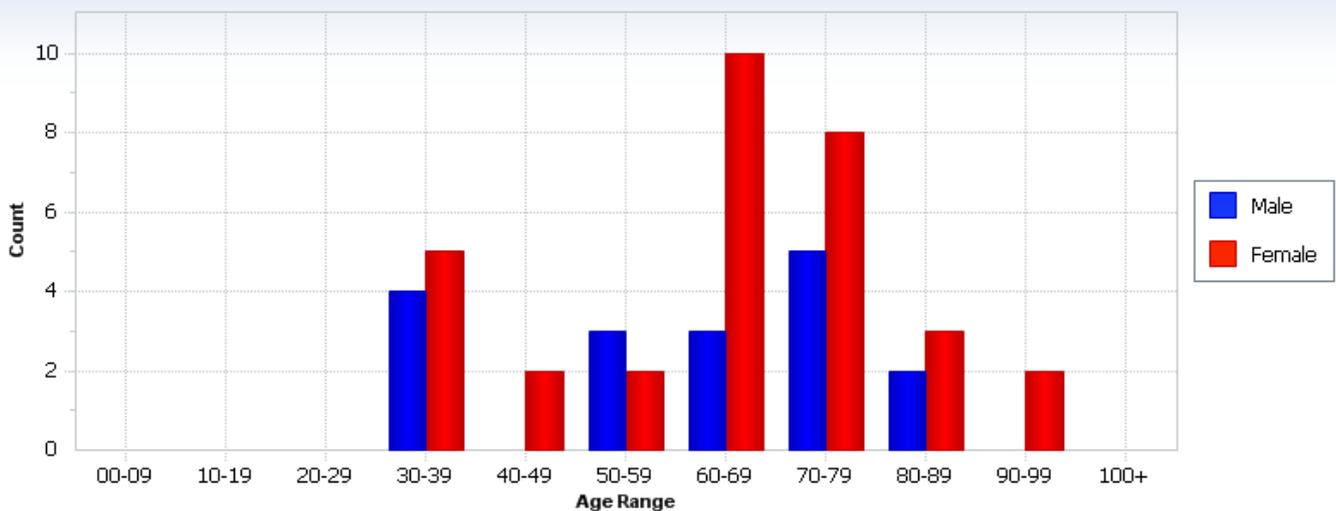
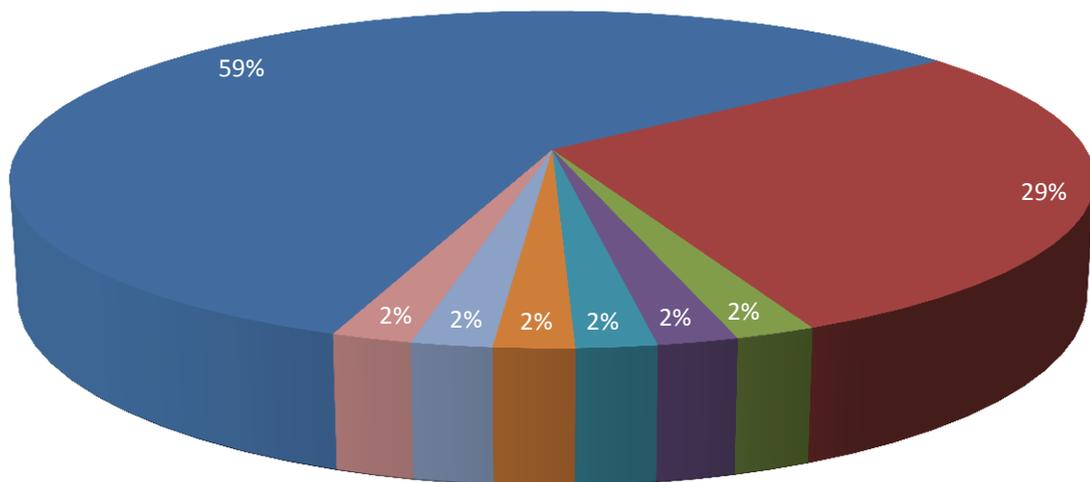
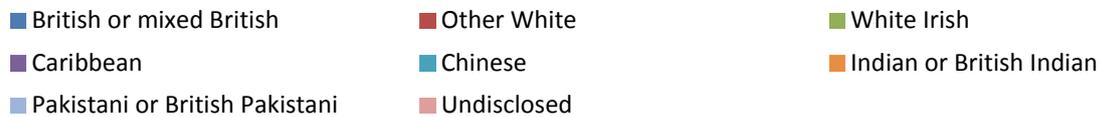
The formation of Patient Participation Group of Primrose Hill Surgery took place during September 2013. Our practice team were actively involved in its formation. Membership of the group is open and free to all registered patients of the Practice.

## PROFILE OF THE MEMBERS OF THE PATIENT PARTICIPATION GROUP

The Patient Participation Group of Primrose Hill Surgery was formed in September 2013 and currently has 49 members. Their demographic information is summarised below:

- Gender: 65% Females; 35% Males
- Ethnicity & Age Range: *\*Please see graphical table below*

### Ethnicity of PPG Primrose Hill Surgery



## **ENSURING OUR PPG IS REPRESENTATIVE OF REGISTERED PATIENTS OF THE PRACTICE**

Primrose Hill Surgery has advertised the PPG through the following media:

- ✓ Open day in September 2014
- ✓ TV screen in waiting room
- ✓ Practice website
- ✓ Poster in glass frontage of practice
- ✓ Ad hoc, personal approaches by clinical and practice staff.
- ✓ Letter sent to all practice patients inviting them to join the PPG.

## **AIMS OF THE PATIENT PARTICIPATION GROUP**

The aims of the PPG are to strengthen the relationship between the Practice and its patients, and to assist the Practice in continuing to improve its provision of healthcare while ensuring that patients are at the heart of decision-making.

## **ACTIVITIES OF THE GROUP**

Through attendance of different practice members, the PPG is kept informed by the Practice of the CCG's policies relating to the Practice's delivery of healthcare services to the patients. PPG members have expressed their opinions on these policies on behalf of patients.

The group is responsible for the content of a PPG webpage on the Practice website and ensures that it is kept up to date.

## **MEETINGS AND COMMUNICATION**

Since its creation on the 17<sup>th</sup> Sep 2013, the PPG has met on the 15<sup>th</sup> Oct 2013, 10<sup>th</sup> Dec 2013, and 31<sup>st</sup> Mar 2014. The meeting minutes are available on the website.

Notices of meetings and information about the group's activities are displayed in the surgery waiting room and the PPG webpage within Practice's website. Members have been also notified by email, or post.

## **ORGANIZATION OF THE GROUP**

The group's activities are organized by a committee of volunteers.

The committee is composed of a PPG Chair, Deputy Chair, Secretary and other members. Administrative assistance is provided by staff at the Practice.

## **AGREED PRIORITY ISSUES EXPRESSED BY PATIENTS**

At the very 1<sup>st</sup> meeting of the PPG the initial issues expressed by patients or wanting feedback from the practice when introducing themselves were:

- How to communicate better with the visually impaired
- Carers identification
- Practice nurse
- Changes in the NHS and the effect that this will have on the practice

- How other PPGs across Camden work and how this can inform the primrose hill PPG
- Mental health
- Liaison with Chemist,
- Better informed about changes to the practice – for example by letter.
- Appointment system
- Could we have more information on support, eg on self-care, rather than needing a GP appointment
- Community Association working with GP
- Calling system in the waiting room
- Need better communication with community services
- Relationship between the body and mind
- Appointment screens, is there sound available
- Communication – ask people their preferred form
- The possibility of community prescriptions
- Communication between Practice and Patients

## **ACTIONS TAKEN BY PRIMROSE HILL SURGERY**

Since Sep 2013 in proactive manner Primrose Hill Surgery reflected as a team and in liaison with CCG and IT Department have made realistic and positive improvements such as:

- ✓ Introducing new website far more interactive than the previous one, which went live on the 05<sup>th</sup> Dec 2013.
- ✓ In different pages of the website there is clear and well-presented information that does answer many of the questions raised or the feedback required by the patients
- ✓ Through the new website, patients could make/cancel appointments, request prescriptions, find information and prepare if they need to register at Primrose Hill Surgery
- ✓ One entire webpage of the website is dedicated to Patient Participation Group and its activities.
- ✓ Calling display system was introduced in the patient's waiting area. The large screen with colours is much more user friendly for the visually impaired.
- ✓ The practice also has signed a new contract to put in place a better telephone system with more lines dedicated to patients.
- ✓ The practices has sent letters to each patient to introduce the practice new website and to inform patient that we are now joint with the patient access system, which allows patient to book/cancel appointments online as well as request their repeat prescription.
- ✓ A letter was also sent to all the patients of the practice along with Patient access letters, to notify and welcome patients of our Patient Participation group and the next meeting date

## **CLINICAL TOPICS DICUSSED BETWEEN DOCTORS AND PATIENT**

At the PPG request, Dr Elizabeth Bradly attended the meeting on 10<sup>th</sup> December 2013 and the key topic and Q&A was in regards Changes in the NHS and their effects (Please details in minutes).

On the request of the PPG, Dr Jane Lim is attending the meeting on the 31st March 2014, where the key topic and focus is Mental Health. (The meetings of this meeting will be posted on the website soon after the meeting).

The PPG has expressed an interest in doing their own survey and the primrose hill surgery will endeavour to help in any possible way.