

Gower Place Practice Patient Participation Group

2012/2013

Action Plan agreed at our PPG Meeting on Tuesday 12th March 2013:

Our recent quarterly PPG meeting was held on Tuesday 12th March 2013. As always we had a packed agenda with items from both the practice and patients. Our Patient Group has developed greatly over the last year and has become a very valuable asset to Gower Place Practice.

In attendance were 6 patients and 4 members of the practice team and all made very valuable contributions to the meeting. This Action Plan was agreed following lengthy discussion around the results of our Annual Patient Survey which was conducted and completed in February/March 2013. During the meeting the group agreed to address the areas of our survey where our patients were most dissatisfied.

Items discussed and actions agreed:

- 1. Opportunity of speaking to a doctor or nurse on the phone** – (69% of patients were satisfied with this service and 31% were not).

Discussion: Our survey showed that this is an area that our patients are not entirely satisfied with. A number of patient comments attached to this question stated that they were not aware of the "Phone Consultation" service we offer to our patients. The group agreed that a dedicated advertising campaign would be a great way to inform patients of this service. It was agreed to structure this advertising campaign with the following actions:

Actions agreed:

- 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

Discussion following agreed actions: Our Patients can phone and request a call back from a doctor or nurse and we aim to return all calls received on the day. Any urgent calls received will be immediately put through to the doctor on call or one of our nurses. This important service will be highlighted clearly to our patients.

- 2. Patient awareness of all the services offered by the practice** – (78% of patients were aware of these services and 22% were not). Example of our services: Travel Clinic, Cryo Clinic, Seasonal Flu Clinic, Booked appointments, Test results, Repeat Prescriptions.

Discussion: The group discussed why this area received 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. We will also explain some services in more detail e.g. Cryo Clinic – not all patients may be aware of what this type of clinic offers. 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 produce informative colourful and interesting 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

Discussion following agreed actions: We will concentrate on wording and simplifying some medical terms/information to ensure that our services are fully understood by our diverse patient population.

- 3. Comfort level of waiting room/Premises** – (84% of were satisfied with this and 10% were not satisfied, the remaining 6% did not answer this question).

Discussion: This topic was by far the lengthiest discussion during our PPG planning meeting. Gower Place Practice currently finds itself in a very difficult situation with regards to our current premises. The waiting room is not large enough for our patient needs and nor is the combined space we have within the whole of the Practice. Our current lease with our Landlords, University College London (UCL) expires in June 2014 and as yet we have no guarantee that our lease will be renewed or even extended.

Actions agreed: We will continue to work with our landlords UCL to either improve our current premises or help with re-location to new premises in our local area. We will also continue to engage with the Commissioning Bodies to help with our premises situation.

Discussion following agreed actions: The UCL students union is currently running a petition to “Save the health Centre”. The students union representatives who were also present at our PPG planning meeting will continue with this well organised petition. The Practice and the Patient Participation Group will continue to support and help where possible.