

Twickenham Park Surgery

Local Patient Participation Group Report March 2017-18

Profile of the Practice Population and PPG

Twickenham Park Surgery has approximately 8000 patients and formed its Patient Participation Group in December 2012. As of March 2017 we currently have 9 members who we stay in contact with face to face at our regular meetings and by e-mail and letters.

a. a description of the profile of the members of the PRG

The profile of the members of the group includes 7 women and 2 men, aged between 39-75 years with ethnic background of British and Indian.

b. Steps taken to ensure that the PRG is representative of our registered patients.

An invitation to join was displayed in the waiting area and application forms were available at the reception desk. We have a PPG section on our website which also gives information about how to join.

c. Details of the steps taken to determine and reach agreement on the issues.

Throughout 2017-18 the group has worked on internal practice issues, such as the DNA Did not attend DNA rates. Patient comments and suggestions cards have been looked at to understand patient issues.

d. The manner in which the surgery plans to obtain the views of its registered patients

The PPG has created feed-back cards which are on reception and patients are encouraged to fill in with comments good or bad. The PPG group spends time in the waiting room talking to willing patients about their experience with the practice. Issues raised are shared within the PPG group.

e. Details of steps taken by the practice to provide an opportunity for the patient reference group to discuss the contents of the action plan. patients

The PPG meet to discuss the feed-back and discuss if there are problems with the processes including communication. Changes are implemented where needed.