

# Vassall Medical Centre Patient Participation Report

15thMarch 2013

A description of the profile of the members of the PPG:

## Patient Group

Patient group at Vassall Medical Centre (VMC) consists of 8 active members and 5 non active members. The group is into the second year of formation. At present the group would like to focus on recruiting more members with broader representation of the practice population.

### **Ethnicity break down of the PPG**

Black British = 4

Black Caribbean = 3

Other = 3

White British = 5

**Steps the Practice has taken to ensure that the PPG is representative of its registered patients and steps taken by the Practice to engage with wider patient representation.**

At present the PPG is not fully represented by its registered practice population. In order to encourage 15yr-45yr cohort age group PPG decided to hold various events. This would allow patients to come and meet other patients and also get information on the various services available to them.

#### Open Day

The theme for the Open Day was agreed on Healthy Living Lifestyle. Various Speakers were invited on the day. This event proved to be a success and it was agreed that a second Open Day should be planned for the following year. (see practice website for more information of the Open Day)

[publicity for open day](#)

#### Joint locality PPG event

A Joint locality PPG evening was also organised. 3 practices from the locality participated and a speaker from the local commissioning group was invited to speak to the group about the various changes about to take place within the NHS.

[Joint Event Publicity](#)

#### Lambeth Link

PPG also joined forces with Lambeth Link which is a local involvement network which has helped raise the profile of the PPG. Through lambeth link a PPG member was trained as a Healthy Living Champion.

[Practice Survey](#)

# Vassall Medical Centre & VMC Patient Participation Group

are jointly organising a

## VMC Open Day

Date: Saturday, 7<sup>th</sup> July

Time: 10am to 12am

Venue: Vassall Medical Centre

Come and find out  
About the Patient Participation Group

Other activities include:

Information on Diabetes



Healthy Living



Tai Chi exercise



For details, please call: 020 7793 3100

# Vassall Medical Centre

**Herne Hill Road  
Medical Practice**

**Vassall Medical  
Centre**

**The Corner  
Surgery**

Invite you to an

## **Information Evening**

The Primary Care Trust will be abolished next year.  
GPs in Lambeth will take over some of the PCT's commissioning roles.

### **What is commissioning?**

**Patricia Kirkman, one of the GP commissioners will be in the meeting to explain this and to seek your views on the 7 health priorities for Lambeth**

**Thursday 30th August 2012**

**6pm - 8pm**

**Herne Hill Road Medical Practice**

**1-3 Herne Hill Road**

**London SE24 0AU**



**For more information and book a place,  
please contact your practice**

## Results of the survey

Completed

Question 1-What would you describe your ethnicity as?

48% White  
31% Black  
6% Other  
6% Mixed  
4% Asian  
3% Latin  
1% Chinese  
1% no Response

Question 2-how easy do you find it to get through to the practice on the phone?

70% Very easy  
27% Fairly easy  
1% not very easy  
2% haven't tried

Question 3- how would you describe your satisfaction with car received at the surgery?

63% Very Satisfied  
30% Fairly Satisfied  
3% neither satisfied nor dissatisfied  
1% fairly dissatisfied  
3% no response

Question 4-Would you recommend this GP surgery to someone who has moved to the local area?

73% yes would definaetly recommend  
22% might recommend  
1% not sure  
2% no response  
0% would not recommend

Question 5-how do you access information about the surgery?

40% Reception  
24% Surgery Website  
18% Telephone  
8% word of mouth  
5% NHS Choices Website  
8% word of mouth  
1% no response

Question 6-What is your preferred method of accessing information about the surgery?

32% Reception  
26% Telephone  
25% Surgery Website  
5% Nhs choices website  
6% Word of mouth  
2% No response  
0% External organisations

Question 7-would you like to join our Patient Participation Group?

62% No  
24% Maybe  
12% Yes  
2% No response

Question 6- is there anything you would like to see us provide that we don't already with regards to patient participation? e.g medical conditions, Healthy eating talks, tea and coffee mornings to meet neighbouring patients?

57% No  
21% Yes  
22% no response

## General description of the Patient Survey.

Items discussed at the practice meeting and agreed upon were as follows:

- Satisfaction with getting through to the practice on phone
- Satisfaction with care received
- Recommend practice.
- Satisfaction with how information accessed about the surgery
- Would like to join the PPG
- Would like to introduce any changes to the services provided.

## Results of the Survey

The main themes that came out of the patient survey were as follows:

70% found it very easy to get through to the practice on the phone

63% were very satisfied with the care received at the surgery.

73% would recommend this practice.

40 said they access information about the surgery thorough reception.

62% said no to join the Patient Participation Group. The main reason for decline to join was given as 'dn't have enough time'

57% said they do not want to see any changes to the services offered. Amongst the other various changes requested were to introduce on line booking, Tea/Coffee mornings, Healthy Lifestyle events, Hand Dryers.

## Outcome of the survey

- It was suggested that there should be a 2<sup>nd</sup> Open Day organised at the practice to allow patients to come and meet other patients and also get information directly from the PPG members preferably on a Saturday to encourage working patients to attend.
- Discuss at locality level with neighbouring practices to organise Tea/Coffee mornings
- Understand the demographic make of the practice's patient population to target approach.
- Review membership recruitment process to see what has been done, what worked and not worked.
- Practice to introduce on line appointment booking.

**PPG Pilot Project September 2012-March 2013**

**Working with 12 Practices to strengthen patient participation groups (PPGs) and enhance feedback to clinical commissioners.**

**Action Plan**

**Date 4<sup>th</sup> February 2013**

**Name of PPG: Vassall Road in the South East Locality**

<b>WHAT do we want to do</b>	<b>HOW will we do it</b>	<b>WHO will do it</b>	<b>WHEN BY</b>	<b>HOW will we know we have achieved it?</b>
<p>1. Recruit more members, broader and representative, committed steering group</p> <p>(a) Understand the demographic makeup of the practice's patient population to target approach</p>	<p>1. Practice to provide demographic information</p> <p>2. Analyse and decide on approach</p>		<p>April Meeting (longer)</p>	<p>Patient analysis completed and approach agreed</p>
<p>(b) Review membership recruitment process to see what has been done, what worked and not worked</p>	<p>1. Existing PPG members understand roles and functions of PPG</p> <p>2. Joint meeting with practice</p> <p>3. Produce leaflet and newsletter to give out to patients</p>	<p>PPG and practice together</p>	<p>April to start conversation</p>	<p>1. Clear objectives agreed</p> <p>2. Agreed finance to produce creative and colourful PPG information leaflet to</p>

2. How PPG fit into Healthwatch Lambeth (HWL)	<ol style="list-style-type: none"> <li>1. Raise in PPG pilot project wide meeting</li> <li>2. Raise in PPG Network meeting</li> <li>3. Request LINK/HWL to provide talk and information on the new structure and how they see PPG fit in HWL</li> <li>4. Invite practice GP to come to PPG meeting to explain</li> </ol>	<p>PPG reps who attend these meetings</p> <p>Letter to LINK/HWL</p> <p>Practice manager</p>	<p>13/2 project wide meeting</p> <p>Next Network meeting</p> <p>ASAP</p>	<p>Issues raised in meetings</p> <p>Discussion took place in Network meeting</p> <p>Response from LINK/HWL</p> <p>Response from GP/PM to attend PPG meeting</p>
<p>1. Better communication</p> <p>(a) Between practice and patients</p>	<ol style="list-style-type: none"> <li>1. Look at how information is being disseminated in the practice</li> <li>2. What process is in place for the practice to consult and make decision on changes</li> </ol>	<p>Oretta, Eileen and Winnie will speak to PM to plan this area of work</p>	<p>April meeting?</p>	
(b) between practice and PPG and between PPG members	<ol style="list-style-type: none"> <li>1. To get consent from members to share contact details</li> </ol>	<p>PM</p>	<p>?</p>	
4. Influence commissioning	<ol style="list-style-type: none"> <li>1. Understand PPG role</li> <li>2. Be informed on what the new structure looks like</li> </ol>		<p>Long term goal, cannot set time until the above 3 actions have been completed</p>	
5. Continue support from LINK				
6. For the PPG to be able to run itself				

7. Financial support for practice for running the PPG				
8. improve access for older people who want to get involved with the PPG				