

within the waiting area as well as switching on medical record viewer facility and messaging service to sell online "Patient Access" more.

How often does the group meet?

The group meets at least once every three months and just lately with a major project underway every month.

There is no compulsion to attend every meeting, members can give as much time as they feel they can spare. We welcome everyone from all backgrounds as a diverse mix helps make the group stronger and more representative of the practice population.

Membership Form

Name:.....

Address:.....

.....

Email:.....

.....

Telephone:.....

Gender Male Female

Age Under 16 17-24
25-34 35-44
45-54 55-64
65-74 75-84
Over 84

Ethnicity

White British Irish
Mixed White & Black White & Black African
Caribbean
White & Asian
Asian or Asian British Indian Pakistani
Bangladeshi

Black or Black British Caribbean African
Chinese or Chinese Any Other
Other

How would you describe how often you come to the practice?

Regularly Occasionally Very rarely

Patient Participation Group



Vassall Medical Centre
A02011 W09101 C09115

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Tel: 020 7793 3100**

What is a patient participation group?

Explanation:

The aim of the group is for a selection of patients and practice staff to meet voluntarily at regular intervals to decide ways of making a positive contribution to the services and facilities offered by the practice.

The group is not a forum to discuss the medical needs or concerns of individuals. The group is also a place where policies could be explained or where general NHS funding issues could be clarified.

Objectives:

- To develop a communication between patients and the practice.
- To explore new service requirements.
- To make the practice better for you and others.

Purpose of the Patient Participation Group:

- To give staff and patients the opportunity to discuss topics of mutual interest in their practice.
- To provide the means for patients to make positive suggestions to the practice about healthcare.
- To encourage health education activities within the practice.

- To develop self help projects to meet the needs of fellow patients.
- To act as a representative group that can be called upon to influence the local provision of Health and Social Care.

No special skills are required – just some time and an interest in fellow patients.

How Can You Help?

By joining our group - this can be in person or by email.

Voluntary Activities - Prescription Service for the housebound, interpreting service for patients, establishing a Carers' Group or establishing local translators.

Information - communications between patients and surgery staff, contributions to the information to update on website.

Representation for Local Healthcare - acting as a representative group that can be called upon to influence the local provision of health and social care.

Previous Projects

Patient Access Workshops - The purpose of these workshops was to promote the use of Online Access and to explain and show the benefits of using this facility including booking appointments, requesting repeat medications, viewing your medical records and looking at test

results.

These workshops were run in consultation with the core membership of the PPG.

MacMillan Coffee Morning - We have for the past three years run a successful MacMillan coffee morning with the PPG membership and so far have raised a total of £611.02.

Survey Practice Population - The PPG asked the practice to survey the practice population on key areas including appointment availability and prescriptions. From this survey the following was identified as requiring action by the practice

Awareness of EPS - Raise awareness of the Electronic Prescription Service which is facility whereby you can nominate a pharmacy of your choice to receive your prescriptions electronically so you don't have to collect them from the practice. Email and text message campaigns were launched particularly targeting those who had signed up for Patient Access but had yet nominated a pharmacy.

Appointment Availability and types - There was a lack of awareness of telephone consultations and the ability to book online. The practice advertised both facilities heavily