

## Twickenham Park Surgery

# **Local Patient Participation Group Report March 2016**

### **Profile of the Practice Population and PPG**

Twickenham Park Surgery has approximately 7800 patients and formed its Patient Participation Group in December 2012. As of March 2016 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 2016 the group has worked on issues raised by the CCG in relation to Accessible Care (See attached), Findings of the CQC visit and patient feedback.

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

The PPG attended a community meeting on understanding the needs of Accessible Care in the Borough. The questions raised were brought back to the practice and answered. The findings were shared in the waiting room and in the PPG minutes. Feed-back forms are on reception and face to face patient opinion is gained from the PPG being active in the practice.

#### **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 met to discuss the questions raised and the surgery response. Changes were implemented where needed. See attached.