

Trinity Riverside Practice Y00915

Patient Participation Direct Enhanced April 2014 – March 2015

The practice has had a patient involvement group since 2011 and continues to encourage patients to join the group. The practice took the following steps to recruit members for the group:

- Prominent display in reception with information about the group and how to join.
- Leaflets in reception area.
- Newly registered patients are approached at point of registration.
- Advert on LED screen which is displayed in the main reception at Flag Court.
- Newsletter to promote the group.
- GP's to actively ask patients during consultations to join the group

Our group consists of 7 patients with the aim to increase numbers. We have 5 male and 2 female. The age range of the group is 35-90 years of age. We have 1 disabled member. 1 member in employment and 5 members are retired. We have tried to encourage ethnic minority patients to join but have had no response. We have also tried to encourage younger patients but again have had no response.

The group is joined by 1 GP, 1 Manager and 1 Administrator .

The group meets every 3 months and is chaired by the practice manager.

Agendas are set and minutes are taken and circulated.

Group Priorities

The group discusses practice priorities on a quarterly basis. The group has been responsible for practice surveys, patient issues, planned practice changes and commissioning related issues, including A&E attendances and admissions.

1) South Tyneside Patient Forum

The group were interested in the views of the South Tyneside Patient Forum and the Health and Wellbeing Board and felt this was a priority for a member to link in to this group and feed back to the group on a regular basis. One member was nominated to take this forward as a priority and was very keen to join the group. This member will attend regular meetings and is keen to continue for the coming year.

2) Recruitment of new member

The group wished to continue to build and recruit new members and felt this should remain a priority. It was decided to be proactive and involve clinicians to actively

recruit members during consultations. Staff to recruit at point of registration and to continue advertising in surgery waiting area.

3) Promote Practice Services and Communication for patients with disabilities

The group were keen to promote practice services and make communication easier. It was agreed to update practice leaflets and notice boards to be updated. Attractive posters to be displayed for flu and pneumo campaign. Well woman and smoking cessation to be advertised. Practice TV to be kept up to date. It was agreed to identify on the computer system patients with learning disabilities, partially sighted and hard of hearing so staff were aware, therefore providing a better service. Letters could also be typed in bigger print for easy reading.

Collate patient views through the use of survey

The group agreed for a patient access survey to be carried out in April 2014. It was agreed to have a cross section of surveys handed out in the practice and some surveys posted out to patients. It was also suggested that if any patient rated anything less than 'good', to add a comment box and ask for a reason for the rating.

The group decided to do a second survey in October 2014. It was agreed that this would focus on customer care. Again, it was agreed to have a comment box.

Provide PRG with opportunity to discuss survey finding and reach agreement with the PRG on changes to services

Survey results were discussed at quarterly meetings. All comments were discussed but no changes to the service needed to be implemented. Overall, the achievement was no less than 97% for both surveys

Agree action plan with the PRG and seek PRG agreement to implementing changes

No changes to be made

Our opening times are:

Monday	8.00 -7.00
Tuesday	8.00 – 7.00
Wednesday	8.00 – 7.00
Thursday	8.00 – 7.00
Friday	8.00 -6.30
Saturday	9.00 – 12.00

Publicise actions taken and subsequent achievement