

**Patient Participation Group Meeting
Annual Report 2012 - 2013**

Members:

1. Retired hospital doctors
2. Retired engineers
3. Retired accountant
4. Housewives
5. Factory worker
6. Call centre worker
7. Retired Manager

Origins:

- 2 UK Citizens from birth
- 8 UK citizens born abroad

Ages:

- 70s x6
- 60s x2
- 50s x1
- 30s x1

We will hold 2 meetings per year and I act as practice representative. Our practice manager did initial presentation regarding what PPG means and the aim and objective of the meeting.

Present at the meeting are – GP Partners – Dr Htoo Htoo and Dr Nang Myint.

Topics discussed at the meeting

1. Hounslow surgery line to be changed from 0844 number – we will do asap
2. To reply comments on NHS choices as not painting the actual picture of the surgery – practice team realized that some of the comments are unfair
3. To upgrade practice website facilities – such as booking appointments and requesting repeat prescriptions – we will do once EMIS system changed to EMIS web
4. To clarify practice access policy – 2 weeks in advance for chronic disease illness, minor illness for the nurse and local pharmacy, emergency appointments on the same day – Current audit we have carried out reveals clinicians are given 12 appointments per patient per year compared to national average of 7 appointments per patient per year. Likely due to we serve in an area with high morbidity, mortality, social deprivation and patients medical advice seeking behaviour explained high workload.
5. Texting reminders of appointments – patients need updating their contacts regularly. We don't feel comfortable sending text to wrong number. Patients' confidentiality is paramount for us.
6. Telephone triaging of emergency appointments – we are doing audit currently

**Patient Participation Group Meeting
Annual Report 2012 - 2013**

Realistic Goals and decisions taken by the group 2012-13

1. To change Hounslow surgery phone from 0844 to geographical number
2. Practice manager to reply comments on the NHS choices website
3. Receptionists training
4. We are in process of auditing telephone triaging of emergency appointments.
5. Dr Rota to be reviewed.

Review of above agreed decisions and actions taken/progress will be discussed at the next PPG meeting.