

## Patient Participation Group at Brook Green Medical Centre 2016-2017

### A summary of the year 2016-2017

The Year 2016-2017 has been one of change.

#### Extended Weekend Opening

From the 25<sup>th</sup> March 2017, Brook Green Medical Centre is now open from 8am to 8pm on Saturdays and Sundays. This will enable patients in Hammersmith and Fulham to be able to have access to a GP at weekends.

#### Friend and Family Test

The Friend and Family Test has been implemented to good effect, with feedback coming in from a number of sources, included on the reception desk, in person, and, from July 2016 via an SMS and also via the new-look website. The SMS platform, in particular, has allowed for patients to be asked for feedback at a more convenient time, after their visit, and patients are only asked once in 30 days. This has allowed for patient feedback to be more easily given to the practice.

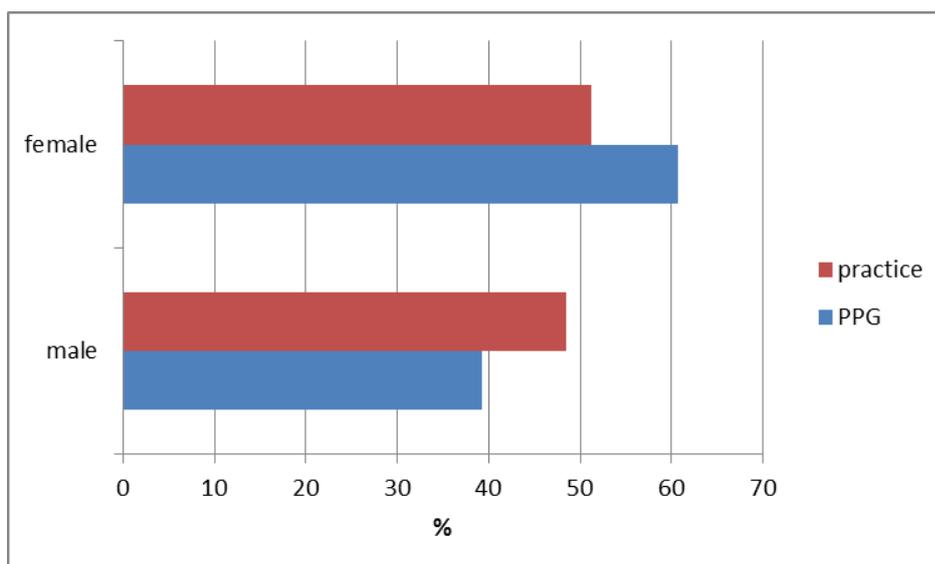
#### Feedback of the Friends and Family test via SMS from July 2016 to March 2017

Number of responses	Number of Responses including textual response	% Recommended	% Neither/ Did not know	% Not recommended
318	263	87	5	8

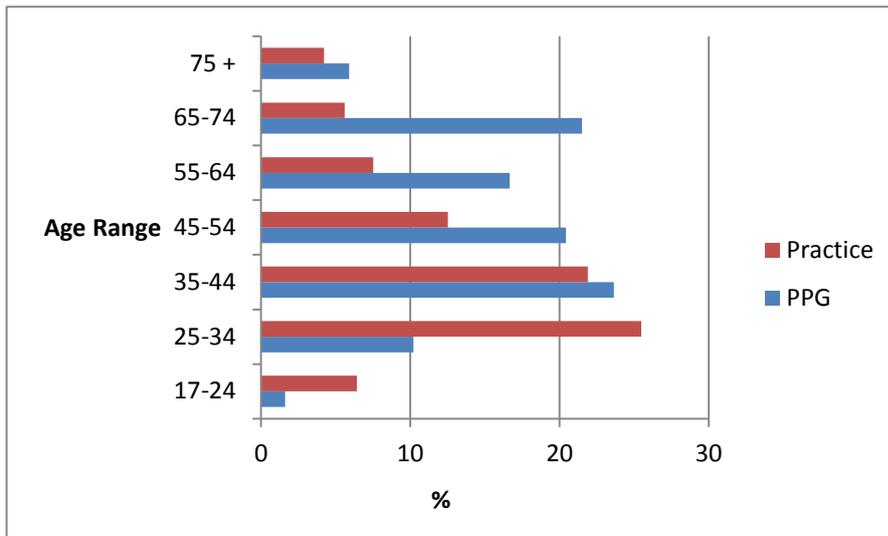
#### Summary of the make up of the PPG

The breakdown is as follows:

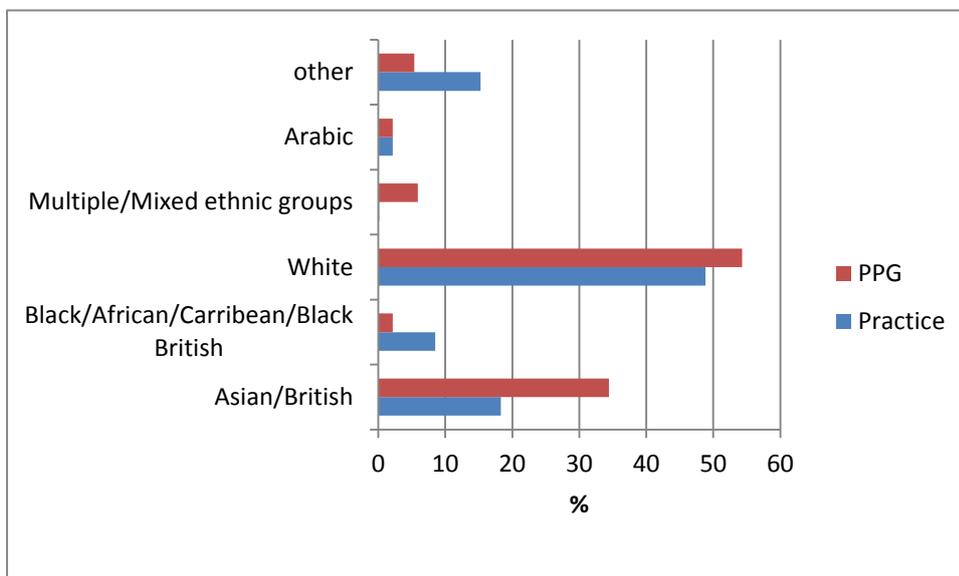
##### Sex



Age



Ethnic Background



**Development of the PPG over 2016-17**

The make-up of the PPG this year is different from earlier years. There has been a large increase in engagement with the older age groups – 75+, 65-74, 55-64, and a decrease in the number of younger people in the group. We are pleased that engagement has happened, as in previous years we had predicted that engagement with older patients prove more difficult.

After a lull in patient engagement, In January Brook Green Medical Centre has decided to resurrect the Virtual Patient Group, to be able to obtain correct contact details and recruit more patients into the group. Texts and emails were sent to patients. The size of the group increased from 117 in 2015 to 186. We sent a communication from NHS England, asking if patients were interested in becoming a Patient and Public Voice, which is member of the Palliative and End of Life Care Committee, with any interest to be directed to NHS England.

**Plans for the future**

Brook Green Medical Centre plan to send out surveys and questionnaires every 3 months to the group.

Prepared by Charles Mead

Feedback from the Friend and Family test will continue be reviewed, and actions taken where needed. Patients engagement and recruitment into the group will continue to be asked at registration.