



# HGP at PAVILION MEDICAL CENTRE

9 Brighton Terrace London, SW9 8DJ  
 Tel: 020 7274 9252 Fax: 020 7787 7008

[www.pavilionmedicalcentre.co.uk](http://www.pavilionmedicalcentre.co.uk)

[www.hetheringtongp.co.uk](http://www.hetheringtongp.co.uk)

## Hetherington at Pavilion

**Please note: This report is the same for 'Hetherington Group Practice' due to the practices holding joint PPG meetings.**

### **Component 1:**

The profiles of the members of the PPG are as follows:

<b>Numbers that make up the group are</b>	18					
<b>Ethnicity</b>	9 white British	1 mixed British	1 Irish	1 African/Carib bean	1 Other ethnic white	5 refused
<b>Sex</b>	Female 13	Male 5				
<b>Ages</b>	25-73					
<b>Disability</b>	N/A					
<b>Working</b>	10					
<b>Non-Working</b>	8					

The practice has a high turnover of patients which has been a historical factor of the Hetherington Group. One of the factors is that the practice is situated in an area with a population that is migratory.

Hetherington Group Practice has a high prevalence of patients with mental health which at times can be challenging to engage. The practice feels it has had some successes in this area through the use of the normal forms of communication i.e. texting, post, telephone face to face communications with staff and clinicians and interactions with the mental health team. The practice has two outreach nurses who deal with the elderly that suffer from mental health issues and other chronic medical health issues. The practice also promotes within the surgery participation in the PPG and PRG.

The practice reviews ethnicities and its make up of other socio factors such as elderly and chronic disease groups. Again attempts are made to have all represented where possible however engagements is sometimes difficult as the large percentage of patients in the practice do not want to participate.

The practice has over the last six to twelve months sent out leaflets on the practice activities to both current and prospective patients, the practice having a major leaflets campaign. Also the website and practice leaflets also publicises the PRG/PPG.



---

## HGP at PAVILION MEDICAL CENTRE

9 Brighton Terrace London, SW9 8DJ  
Tel: 020 7274 9252 Fax: 020 7787 7008

[www.pavilionmedicalcentre.co.uk](http://www.pavilionmedicalcentre.co.uk)

[www.hetheringtongp.co.uk](http://www.hetheringtongp.co.uk)

### **Component 2:**

Based on previous communications at the PPG meetings and with patients in general the practice took steps to prioritise and through the practice survey to increase the number of appointments at the practice. The practice placed greater emphasis on the communication questions that is included in the questionnaire Q7 and Q8. The practice as a result of this and from other communications from PPG members please see above mentioned above incorporated a new appointment system 'Stour system'. This appointment was in order to offer the practice patients a more immediate access to their doctors than before. The practice also listened to PPG/PRG in relation to the telephone system and increased the number of lines into the practice to give better access. This allowed the practice to prioritise patient issues including complaints around access ensuring that the practice was making the CQC criteria in relation to access and the patient survey.

### **Component 3:**

The practice completed a patient's survey please see the practice websites. The method of the survey was to hand out to patients who visited the practice blank approved survey forms and which were completely ammonised and the patient themselves placed these forms into an enclosed box. The forms were then collected and stored until they were ready for collation. And a member of staff collated the forms. The results have now been placed on the website and all PPG members were emailed a copy of this for there comments. These results will be discussed at the next PPG meetings

Links to the surveys;

Hetherington; <http://www.hetheringtongp.co.uk/surveyreport.aspx?p=G85045>

Pavilion: <http://www.pavilionmedicalcentre.co.uk/surveyreport.aspx?p=G85645>

### **Component 4**

The Survey has been emailed to the PPG PRG group and will be discussed at the next meeting in detail, however feedback has been encouraged to be emailed to the practice from members of the group prior to meeting. The date when it was emailed was in March and the next meeting is in May 13. However the results are already on the website. Areas that the practice has decided to consider from the survey are:

- Are patients happier with the 'Stour system'.



---

## HGP at PAVILION MEDICAL CENTRE

9 Brighton Terrace London, SW9 8DJ  
Tel: 020 7274 9252 Fax: 020 7787 7008  
[www.pavilionmedicalcentre.co.uk](http://www.pavilionmedicalcentre.co.uk)  
[www.hetheringtongp.co.uk](http://www.hetheringtongp.co.uk)

- Do patients wish to have the option for online booking.
- A discussion around nurse recruitment as the practice has had difficulty recruiting nurses.

### **Component 5/ Component 6:**

The previous year's action of improving access has been achieved by implementing the 'Stour System'. The appointment system now means that were before the surgery gave 18 appointments per session it now gives 25-27 appointments by the implementing 'Stour'. However having reviewed the survey further work is needed including improving continuity for patients with GP's training nurse appointments and the plan will be to improve these with the PPG/PRG in 2014 by recruiting where possible new nurse, staff training to promote the sour system and recruiting a full complement of doctors on both sites. Al I this together with the achievements of the previous years planned will be discussed at the next meeting of the PPG group.

The practice will discuss implementation of improvements for the new financial year 14/15 and incorporate others that may be brought up together with outlining the updated action from previous year re – a more inclusive appointments system.