

# HILDENBOROUGH & TONBRIDGE MEDICAL GROUP

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## PATIENT PARTICIPATION GROUP

### REPORT

MARCH 2014

## **Confirmation of Practice Website Address**

www.htmedicalgroup.co.uk

### **1. Membership of Patient Groups**

Our core Patient Participation Group (PPG) was formed in Summer 2011. During 2013/14, 1 new patient has joined and 1 patient has left, meaning that the current group is still made up of 14 people (9 patients, 2 GPs and 3 HTMG staff). Peter Nicholas, Managing Partner, is the Acting Chairman.

Age Range of Patients: 44-87 years

Ethnicity: 8 White British, 1 Indian

Sex: Male 3 Female 5

We also have a wider 'Virtual' Patient Reference Group (VPRG) to try and improve the representation of the overall group. This is essentially an e-mail based group which has 83 members. We will continue to develop the participation of this group in the coming year.

Age Range of Patients: 24-88 years

Ethnicity: 75 White British, 3 White Other, 1 Mixed W&B Caribbean, 2 Indian, 1 Other

Sex: Male 36 Female 47

### **2. Representation**

It is difficult to make patient groups truly representative of the entire patient base, but we believe that we have formed groups which are reasonably representative of the patient base who use our services regularly.

We use posters and our website to invite all-comers onto the VPRG and we have targeted specific patients using letters, prescription re-order forms and verbal invitations.



PFG sign up  
form.doc (40 KB)



PFG sign up  
poster.doc (36 KB)..



Website VPRG  
signup.doc (21 KB..)

### **3. Agreement of Issues to be included in the Practice Survey**

The contents of the survey were agreed at the PPG meeting on 10/9/13. It was agreed that the previous year's survey would be rolled forward but in a shorter and simplified format with additional questions on admin/secretarial staff and A&E attendance.

### **4. Practice Survey**

The survey was made available to patients both online and in hard copy format, with supplies at all four of the practice's surgery premises.

Between October 2013 and January 2014, 208 responses were collected.

The results can be viewed here:



C:\Old HDU\D Drive\  
WP51\PATIENTS\HTM

## **5. Discussion of Results**

The results were discussed in detail at a meeting of the PPG on 16<sup>th</sup> January 2014.

## **6. Action Plan**

The 2013/14 patient survey resulted in an Action Plan containing 3 items:

### Online booking of Appointments

Most of the technical issues around the online booking system have now been resolved and we have been in a position to implement this immediately.

### Investigate use of text/reminder systems to reduce missed appointments

We are optimistic that a user-friendly and cost-effective solution to this will be forthcoming this year. We have continued to collect mobile phone numbers and e-mail addresses in readiness.

### Improvements to Access for Disabled People at Trenchwood Medical Centre

We are currently obtaining quotations to carry out improvements to the paved area at the entrance to Trenchwood Medical Centre.

## **7. Evidence for Basis of Proposals**

### Online booking of Appointments

The survey results indicated that 21% of respondents wanted the facility to book appointments online.

### Investigate use of text/reminder systems to reduce missed appointments

The issue of missed appointments (DNAs) has been a regular topic of discussions at meetings and in the comments section of recent patient surveys.

### Improvements to Access for Disabled People at Trenchwood Medical Centre

10% of disabled patients who responded to the survey felt that access was 'not very easy' at the surgery. Comments revealed that the main problem was the access to the entrance at Trenchwood Medical Centre.

## **8. Update on Actions from 2013**

### Online access to appointments, repeat medications and test results

See above.

### Better engagement with Carers

We now hold a 'drop-in' session for carers once a month at both main sites run by Carer's First.

### Focus on the health needs of younger people, including discussion at a future PPG meeting

We held a discussion with a teenage patient at the May 2013 PPG meeting and have put more youth-related content on the practice website as a result.

### Provision of a clinic for Genito-Urinary Medicine

A weekly clinic, run by Maidstone and Tunbridge Wells NHS Trust, was established at Trenchwood Medical Centre in July 2013.

### Review disabled access at Medical Centres and the security of mailboxes

See above for review of disabled access. The mailbox at Trenchwood Medical Centre has been replaced with a more secure version.

### Provision of debit/credit card facilities

These were installed at Hildenborough Medical Centre in June 2013.

### Consider provision of photo board for doctors/staff/PPG members, as well as general review of notice boards, information available, etc

We have put up a PPG photo board at all 4 surgery sites and have had a general review of the content of notice boards.

## **9. Opening Hours/Access**

### Hildenborough Medical Centre:

Monday	08.00 – 18.30
Tuesday	08.00 – 18.30
Wednesday	08.00 – 18.30
Thursday	08.00 – 18.30
Friday	08.00 – 18.30

### Trenchwood Medical Centre:

Monday	08.00 – 18.30
Tuesday	08.00 – 18.30
Wednesday	08.00 – 18.30
Thursday	08.00 – 18.30
Friday	08.00 – 18.30

### Leigh Surgery:

Monday	14.00 – 15.00
Tuesday	12.00 – 13.00
Wednesday	13.00 – 14.00
Thursday	08.00 – 09.00
Friday	13.00 – 14.00

### Weald Surgery:

Monday	12.00 – 13.00
Tuesday	14.30 – 15.30
Wednesday	12.00 – 13.00
Thursday	13.00 – 14.00
Friday	14.00 – 15.00

At Hildenborough and Trenchwood Medical Centres, appointments can be booked by telephone\*, in person or online (routine GP appointments only at present).

At Leigh and Weald surgeries, there is no appointment system. Patients are requested to attend the surgery and wait.

\* Telephones are diverted from Trenchwood Medical Centre to Hildenborough Medical Centre between 12.00 and 13.00 daily, and from Hildenborough Medical Centre to Trenchwood Medical Centre between 13.00 and 14.00 daily.

## **10. Extended Hours**

### Hildenborough Medical Centre:

Saturday            08.00 – 12.00 (1 x GP)

### Trenchwood Medical Centre:

Monday            18.30 – 20.00 (3 x GPs)