

Grove Park Terrace Surgery.
Patient participation group.

In Grove Park Terrace Surgery our patient numbers have increased over the last year and when we have been trying to extend our patient participation group with an eye to this.

Being a small practice our group has been small and what we want to do is to attract more motivated people. We have a buddy practice in Chiswick, Glebe Street Surgery and we are talking about forming a larger group by amalgamating our group.

Our small group is difficult to bring together and for the most part we have used our internet, website and email links to contact and consult with individuals, but over the last year we have had a reduced number on our group list. And although we were able to consult in relation to the survey this year, we do not feel that our group is as active or indeed as representative of our patients as we would like.

Our catchment area, which we have extended over the last year covers the W4 area, extends west into Brentford and Isleworth and to a limited area of Kew, because it is near us, just across the river.

The best way to find out what the range of our patients is to look at the data from Public health and this shows you that the highest number of our patients are in the 30 to 45 age range. We have far fewer over 55yr olds than either the national average or the average for Hounslow. So ideally our group should be composed of the majority of participants in the 30-45 age range. As far as ethnicity is concerned, figures at the moment are not as good as they could be and we are working on this, but it appears that most of our patients are Caucasian, approximately 83% with 4% mixed race, 6% Asian, 5% black and 3% other white ethnic groups. We also have a significant proportion of Arab and Somalian patients. We need to try to make our group representative of this.

Chiswick would not appear to be a deprived area, it scores medium of low on the level of deprivation, but nearby the practice there is a large proportion of social housing which means we have a wide spectrum of patients in relation to their social and healthcare needs. The small proportion of patients who are in local social housing however do present more frequently at the practice and it would be good to be able to encourage these groups to be more a part of the PPG. We plan to do this by providing information in the practice reception area as well as the other strategies we have which are detailed below.

Many practices operate virtual groups through email and website and we hope to be able to explore doing this during next year. The drawback to this is that it only involves patients who are computer friendly and many of our patients do not use the internet at all, particularly our more needy patients.

What we hope to do is to have one formal meeting every quarter next year and to invite as many people as we can who have expressed an interest in things that happen at the practice. During the year we will have a meeting for both practices and see whether that works or not.

Many people come forward as a result of making a complaint in the first instance and are encouraged to become part of what happens after their issue has been resolved effectively. But often they do not continue their interest in being involved. Others who continue have time to make an objective contribution and often these are indeed our older patients.

At the end of this report you can see the profile of our patients at Grove Park Terrace Surgery.

If you are reading this on line you are an internet user of course and we invite you to become part of our new group and we will add you to our mailing list and ask you for your opinion in the future to do with major issues and make sure you get updates when we publish either reports or newsletters. Simply send us your email address and we'll add you to our email list. You can do this by sending your address to us at reception.GPTS@nhs.net and address the request to Clive.

If you are reading this at the surgery, please ask the receptionist to add your name to our patient group list and we will keep you informed either by telephone, letter or invite you to any of the meetings we plan for the coming year. Also look out for our newsletters and notices in the surgery.

We hope, you will feel that you can help us to develop and improve our service. If you want to chat about being involved on the telephone, please phone the surgery on 02086301680 and leave your name and number and Clive, our practice manager will give you a ring and chat about it. Please get involved.

Clive Polles
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