

City Road Medical Centre's Patient Participation Group

Annual Report 2011/2012

The aim of the Patient Participation Group (PPG) is to identify the needs and promote the health of the local community, by working in partnership with the practice, so that primary care services can flourish to the benefit of both patients and the practice.

The PPG holds regular meetings and the details of these are widely publicised, both on our website, in the surgery and in the community. In addition the Minutes of these meetings will be available to view via our website.

The first PPG meeting was held on the 28th September 2011 and was attended by 10 patients, one GP and the practice manager. The mix of patients was good, five male five female, and a range of ages from young to old and a patient with a disability. As a result of that first meeting a survey was created to help the group gather information about how our patients rated the overall service offered by the medical centre. The second meeting was on the 6th December 2011, the results of the survey* were reviewed and an action plan formulated. The main action points arising from the survey for the practice were:

To conduct regular mini surveys in a continued effort to improve the medical centre's service; to explore further ways of patient communication through the Newsletter and other formats i.e. Facebook and Twitter. To expansively advertise opening times, services available, full details of GPs working patterns with an aim to ensure continuity of care. How to access medical services when the practice is closed, and to implement a programme of regular customer service training for the medical centre staff.

At the meeting held on the 14th March 2012 the group reviewed the action points from the previous meeting. The practice had then set up both a Facebook and Twitter account, to be used as a platform to advocate practice and community services. The group had also created a work plan, which is outlined below

Work Plan

The topics to be included/reviewed as a group are as follows:

- Create a list of all services and who provides them
- Review Annual Public Health Report 2011 – executive summary
- Outline and explain QOF markers pertinent to the practice
- NHS Health Checks
- My Health London – quality markers
- Review minutes of management meetings
- Review and approve practice policies
- Strategies for youth and young adults
- Implement a PPG box for comments, issues etc.
- Add a PPG page to the practice quarterly newsletter

The PPG will continue to meet on a quarterly basis and work through its work plan. The times and venue of the meetings will be varied in order to try and encourage a broader attendance.

****Survey results can be viewed from the link below***

https://www.surveymonkey.com/sr.aspx?sm=3PRh_2fKKdCsQDFABWfFt92ANhLd0x1EoNE1fMKJbXV1o_3d