

City Road Medical Centre's Patient Participation Group

Annual Report 2012-13

The PPG has continued to hold regular meetings. The details of these are widely publicised, both on our website, in the surgery and in the community. Several new members have joined the group and we continue to have around 10 members attending at each meeting.

On the 13th June 2012 the group set about planning how it would implement the work plan and allocated specific areas of this to the members of the group. At the meeting on the 12th September 2012, hosted at the local community centre St Luke's where we welcomed old and new members, we reviewed and updated the work plan and went through the results of the recent survey*, and formulated ideas for the next one. The survey was around how patients booked appointments i.e. by phone or in person, how long they had to wait when attending for an appointment and what the practice could do to make the wait easier. One suggestion was that receptionists could inform patients that how long the wait was for each doctor on an intermittent basis so that patients would be aware of the waiting time.

The last meeting of 2012 was held at St Luke's on 12th December, where discussions centred around contributions for the next quarterly newsletter, how to circulate more copies, and how best to advertise the group and its meetings, in order to encourage more members. The newsletter will also have a dedicated PPG page in order to promote the work it does and to encourage more members.

The PPG post box has also been put up alongside the PPG notice board, which is used to promote services and the PPG meetings.

The next PPG meeting will be held on Wednesday 17th April 2013 from 6-8pm at City Road Medical Centre.



Work Plan - updated

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

- Create a list of all services and who provides them
- 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

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

https://www.surveymonkey.com/sr.aspx?sm=l3fqvJGbCK_2fLsS8aD2dOVU51_2bUX11pCnlfN8UWJfV20_3d