

Patient Participation Group Annual General Meeting

The PRG holds its annual general meeting every March to review the year, plan for the following 12 months and elect the officers.

The patient group was formed in 2009 and has been instrumental in the redesign of patient services at Stirchley Medical Practice since it was formed.

The Patient Group has raised funds by managing the book stall in the waiting room and by running the flu clinic café. The flu clinic café is an extremely popular part of the flu vaccination campaign, the PRG promote themselves amongst the patients while they are having a cup of tea and a piece of cake, again served by the PRG members. This year over £500.00 was raised. This money bought a new wheel chair for patient use, the rest was donated to Family First a local Charity for young families.

The PRG designed and had printed a leaflet explaining what they do, how to contact them and how to join the PRG. The leaflet is on the practice website.

The PRG members have a very active role in the wider health economy, one member is on the CCG round table, and there is a member on the Telford wide PRG. Another member is a Carers Champion who sits on both Stirchley PRG and the Telford wide PRG. She is the carers representative at the Stirchley PRG meetings.

The group joined the National Association of Patient Participation, which is a great support for patient led groups in primary care.

The PRG now have their own email address. This is displayed in the waiting room, and on the PRG leaflet, in the practice booklet, and on the TV screen in the waiting room.

Other actions highlighted in last year's report were:

- To make the waiting room pleasant, safe environment. – The patient group have chosen the new waiting room chairs and have designed lots of visual information which is displayed in the waiting room and on the television.
- Recruit people to represent young families. Stirchley PRG now has a member who is also a member of the Families in Telford Management Team.
- There is now a PRG email address making it easier for patients to contact the patient group.
- A new form has been developed to encourage the use of the suggestions box
- The surgery have had a campaign to increase the number of mobile phone numbers and to ensure they are up to date and accurate. Text messaging to remind people about their appointment has doubled in the last 12 months.

The patient survey has been completed by over a 100 patients. This year the emphasis was on accessibility and the appointments system. The PRG often talk to patients about the appointments system and try to explain it, and it was decided it would be a good idea to explore this further.

Brief Summary of the 2014 Survey

- The survey high-lighted that 76% of patients didn't realise they could book appointments up to 4 weeks ahead.
- Just under half of the people surveyed didn't know there was an urgent care surgery every day if they felt they needed to be seen.
- Nearly every patient surveyed knew they could have a telephone consultation with their Doctor.
- 62% of patients were aware of the Saturday surgeries.
- For the full survey please refer to the Patient group website.

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Actions for 2014

- The patient group have decided that this year they really need to help increase patients awareness of the services on offer and how best to access them. They have planned a series of displays called “over the fence” – this will look like two people talking over a fence about the services the practice offer.
- The group will help with the development of a series of hand-outs explaining the appointments system.
- They will develop a form to allow patients to become virtual members of the Group, so they can comment by email rather than attend the monthly meetings. Also the email address will be given to all new patients.
- One action carried over from last year was to improve the opening times of the surgery. The practice has been in discussions with the pharmacy who also close at lunchtime and are considering a joint approach where they will both stay open over the lunchtime period.

Chair: Brian Begley
Vice chair: Quentin Shaw
Secretary: Carol Begley
Treasurer: Brenda Petman