

WETSIDE MEDICAL CENTRE

Patient Participation Group Report February 2012

Westside Medical Centre currently has a list size of 9200 patients. Situated on the edge of Rugby town centre, we are committed to listening to what our patients want and putting in action plans to achieve this.

In September 2011 we advertised on the web site, and in the surgery, to ask patients to be involved with a Patient Reference group. We were looking to recruit patients from all age groups, ethnic minorities, people with long term conditions both males and females to give all round representation. Understanding that not all age groups would be able to commit to coming into surgery for meetings, we also considered asking anyone with emails who might be happy to be asked their opinions via email. Initial efforts within the surgery and on the website were not very fruitful and we did a random postal invitation out to patients within each group we were trying to recruit.

We had ten patients who showed interest in joining the patient reference group and a meeting was set up for 13th October 2011. Of the ten patients five were female and five male. Long term conditions and mental health were represented within the ten patients.

The Practice advertised on the web site, in the waiting room and when the response was poor sent out letters to patients, and gave out slips with prescriptions covering all categories not represented in the first cohort.

Unfortunately we did not attract any other ethnic group or patients younger than forty years of age. The Practice will continue to advertise for patients to join our virtual patient group if they are not happy to come in to the meetings. This will be done in the same way we advertised previously.

On 13th October we held a meeting at the surgery. Invitations went out to all interested parties. However on the evening only six patients attended. The latest patient survey was discussed, and minutes of that meeting are posted on the website for your perusal. This survey had taken place earlier in the year via a questionnaire in the surgery. Details of this survey will be posted onto the website.

One of the bigger issues from the group was that communication in the surgery is not very good. Whilst all agreed on line access was a great idea only three of the group were aware of this facility. It was agreed in the meeting that the surgery would promote Internet access and also consider a news sheet for the waiting room to inform patients of what had been discussed in the meeting. An action plan from the meeting is posted onto the website.