

2013-14 PATIENT PARTICIPATION REPORT

Slade Green Medical Centre

A description of the profile of the members of the PRG	The patients on our PRG group range from a variety of professions such as public service and banking.
The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category	Posters in the surgery targeting various patient groups, such as elderly, young adolescent, single parents and working families. We have also added rolling messages on our patient call system. The PRG have also designed some flyers and posters to recruit more members which are in the process of being printed and will then be circulated to libraries etc
Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey	The elected PRG is tasked currently with reviewing this aspect.
The manner in which we sought to obtain the views of our patients	Handed out questionnaires internally to patients.
Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan	Regular monthly meetings with Practice Representative (by invitation).
Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.	Results from Practice Survey currently being reviewed by PRG.
A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey	As above.
Action Plan	
Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey	PRG for future discussions and actively trying to recruit more members
ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report	PRG for future discussions and actively trying to recruit more members
The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients).	PRG for future discussions and actively trying to recruit more members