

Grosvenor Medical Centre

History of Our Patient Group

Setting up the patient panel

We advertised the post for patient group members in the local newspaper in September 2005, we had four replies and we invited these patients for an group meeting in October 2005. In the meeting had informal chat about the role of the patient group and we also showed the patients around the practice where they got to meet our staff and got an insight to the work the practice carries out.

Activities of the patient panel

In March 2006 the group got their own notice board in our reception area with information about the members, what there role is and how to contact them. They also chose information about local services and practice information to advertise.

We produced a patient group newsletter in May 2006, which also included information about the members in a bit more detail, there aims as patient representatives, surgery opening times and contact information and useful telephone numbers. This was followed up in March 2007 with the results of the patient survey about additional opening hours.

After the advertising from notice board and newsletter we had interest from another two patients who joined our group, but unfortunately one member had to leave due to work commitments, but we did have another patient join shortly after.

In our meetings we have discussed:

- The new build at Gresty Brook
- The Contents of our Practice Brochure
- The launch of our Website
- The Production of a Patient Participation Group Newsletter
- Information to go in waiting room
- National Change – White Paper
- Setting up an email account for the practice to contact patients
- Availability of Doctors appointments, the balance between same day and advanced appointments

The group have also been involved in our Patient Surveys about the practice opening times and the national patient questionnaire. We discussed issues that arose from the results of these to try and better our service.

Attempts to widen representation

We have also set up an email account on separate database for us to store patient emails and send out information about the practice. We collected 17 patient email addresses and sent the first lot of information out to patients in October 2011. The email included details on the appointment system change, information about our Patient Group as well as how to join and we asked if anyone would like to help us by giving their views on the practice. With the responses we hope to gain extra members of the Patient Group and have patients we can approach to ask their opinions. Whilst people have come forward over time we have also had patients leave the group for personal reasons. The numbers involved have remained small and the practice would like to widen representation.

Future plans to engage with patients

We will conduct a survey and collate information to find out if we can make any changes

to make our services better for patients and for the practice we are hoping to get the survey on the our website and in the surgeries at the beginning of January and to gather all information and present to the Patient Group in February.

National Survey Information

Patients expressed their views through NHS surveys which are displayed on the NHS Choices website in the performance and feedback section.

We recognised that there were issues and have implemented a new appointment system to address the specific issues. We have been closely monitoring the change and we believe it has made bookable appointments with any and specific doctors more accessible. We also feel we answer the phone more quickly. We plan to conduct a survey with the patient group to ask patients who have used the new appointment system if they think it has improved.

Making The NHS More Patient Focused

Your Practice needs your help to:

- Assist with the Patient Group (PRG)
- Answer email questions from the Practice and the PRG
- Decide what questions to ask a wider group of patients about the Practice and the services offered or required
- Present patient views

Please Sign up

- A balance of ages and experience of healthcare would be of real benefit
- Please print a form or ask at Reception
- Fill in your name
- Provide the Practice with your email address
- Tell us what type of help you are willing to give
- Finally bring into the surgery for the attention of Rachel