

## Castle Street Patient Participation Report 2013

The Castle Street Medical Centre has a very active Patient Participation Group. Information about the group is available on the webpage or at the reception. The group is made up of willing volunteers from the Practice population. We are very fortunate to have within the membership, members who represent the following minority groups:

- Young people
- Housebound and care home residents
- Ethnic minorities
- Patients with significant social issues
- Patients with learning disabilities.

Please find below an extract from the Patient Participation Group leaflet.

*“Patient participation is a very positive process. We work together to improve the health of Castle Street Medical Centre patients and are committed to good communication between the practice and its patients. We do this through our website, news- letters, discussion at our monthly meetings, feed-back and word of mouth. We care about health and our community.”*

The group formed in June 2011 and have worked tirelessly with the Practice to help support practice developments. Some of the main achievements are listed below

1. Parking spaces for disabled people on the road outside the surgery entrance – Getting these included a petition sent to the DCC, face to face meetings with councillors .
2. New Signs outside the premises
3. A regular newsletter
4. Minutes put on-line & distributed to all Members
5. Welcome letters to new patients
6. Assisting with the new surgery extensions in response to patients wanting a bigger waiting area and a reception desk affording more privacy

The PPG also provide valuable feedback to the practice on their experience of the surgery services. Patients are also encouraged to approach PPG members with their feedback. This is then discussed at the regular meetings where a Practice representative is always present.

The Castle Street PPG is also actively engaged with the wider health community and attend the Hardwick Clinical Commissioning Patient meetings.

See an extract from the PPG leaflet below explaining from their perspective

*(PPGs) work in conjunction with surgeries and provide a positive line of communication from which surgeries get feedback. The PPG can also get help to circulate information letting patients know through their newsletters e.g. about flu jabs for the elderly and vulnerable. PPG members use the services surgeries provide and are able to share experiences and observations, Through this they can make good suggestions not just to the surgery but also in respect of health services generally. This includes local hospitals, clinics and social services generally.*

## **Patient Survey**

Each year the surgery conducts a survey. This is an excellent opportunity for the surgery to understand any concerns and issues patients may have. The survey results are discussed with the PPG and an action plan agreed.

The 2013 Patient survey was developed through the following process:

1. A PPG representative spent some time in the Practice asking patients what was important to them and what they thought should be in the Patient questionnaire.
2. The Practice Staff had time as part of their regular protected educational session identifying what they thought was important to patients.
3. The Questionnaire was developed and agreed with the PPG
4. The questionnaire was handed out in the waiting room over a period of a month
5. The results were collated and shared with the PPG and the Practice team
6. An action plan was agreed.

The results are attached.

A brief overview of the 2011/12 action plan and the targets achieved are also attached.