

**ALBRIGHTON PATIENT'S GROUP
CHAIRMAN'S ANNUAL REPORT
YEAR 2013/2014**

There has now been a patient's group at Albrighton Medical Practice for 13 years. We are affiliated to the National Association of Patient Participation (N.A.P.P) and we are a member of Shropshire Patient's Group.

Last year we held very successful focus groups at the Red House to collect a 'wish list' of the services patients would like at Albrighton Medical Practice and at both main hospital sites in Shropshire (PRH and RSH).

All comments were collated by Shropshire Clinical Commissioning Group and have helped determine some services available to patients. The three top priorities in the Albrighton area were identified as:

- Transport difficulties in accessing services both at the medical practice and at the hospitals;
- The opening hours of Albrighton Medical Practice;
- Men's health.

In respect of the opening hours of the practice, patients would like to be able to access services both earlier and later in the day. Additionally, there was a wish for weekend access to services at the practice.

In respect of men's health, there was an identified requirement for 'men only' sessions at the practice.

In November 2013 the group took part in the 'Call to Action' questionnaire and those comments which arose from that survey are also helping to shape services in Shropshire and in Telford and Wrekin. Out of this survey has arisen the 'Future Fit' initiative which is shaping health care for the next twenty years.

The group again conducted a Patient's Survey on behalf of the practice. There were few adverse comments and overall those patients questioned were content with the services available and happy with the care they received.

A copy of the full report is available on Albrighton Medical Practice website or a paper copy can be obtained from the practice.

We are pleased to welcome some new members to the group and always welcome expressions of interest from anyone who would like to become involved with the group.

Albrighton Patient's Group were represented at the Quality Care Commission forum on inspections of medical practices. Some of our comments have been adopted by the CQC and form part of the procedures when inspecting medical practices.

Albrighton Medical Practice has as yet not been inspected by the CQC.

I am grateful to Doctor J Orledge for turning on the Christmas lights in the village and wish her well in her retirement. Dr A Quilter accompanied Dr Orledge at the switch-on of the lights and on behalf of the group I would like to welcome her to the practice.

Sylvia Pledger
Chairman.