

Patient Representation Group Action Plan

2014/15

Norwood Surgery has an active Patient Representation Group consisting of five members. The group has an age range from 40 to 80 of both sexes and manages to represent the needs of parents, working and retired people. The group meets quarterly with the Senior Partner, Dr David Unwin and the Practice Manager Mrs Sam Muir. Various topics have been discussed throughout the past year, feedback has been obtained from Patient Feedback forms placed in the waiting rooms and also through patient comments and suggestions via our boxes in the waiting rooms. The results were reviewed by the Patient Participation Group who used them to formulate an action plan. This was taken to a Practice Meeting for discussion. The priority areas are as follows:

- Improvement to the front of the building incorporating lift to enable access disabled/elderly families with prams. An improved entrance to the building with one automatic door to access the building.
- Improved reception access with two levels, so that wheelchair (disabled) users can access reception desk whilst in their wheelchair.
- A lift in the downstairs waiting room to the first floor to enable elderly/disabled patients to access the first floor consulting rooms.

The group welcomed the proposed improvements to the building and agreed with the three priority areas.

The Practice has submitted an application for funding for an improvement grant to improve the building and progress of this proposed improvement will be published on the Practice Website.

The Norwood Surgery Patient Reference Group fully endorses the proposed improvements to the surgery. This will mean that more appointments are available for patients and that access for disabled and elderly patients will be improved enormously.