

Annual Report
Patient Participation Group
2013 - 2014

Primecare Medical Centre
167 Bridge Road
Grays Essex
RM17 6DB

Doctor H Kadim

Throughout the year many attempts have been made to increase the membership of our Patients Participation Group (PPG). To date we have been unsuccessful in recruiting more members. At this time we have only one permanent member of our group and during meetings with other Patient Participation Groups we have discovered that a lot of the other Groups have the same problem of recruiting Members. We are currently starting another concerted attempt to recruit more members by word of mouth, with leaflets given out at the surgery and by Email. We have attended a number of Commissioning Reference Group (CRG) meetings and Medical Events during the year,

Listed Below is the Events attended by the representative of the PPG:

Thurrock Commissioning Reference Group Monthly Meetings

South East Essex Partnership Patient Experience Group Quarterly Meetings

South East Essex Partnership Planning Event Yearly

North East London Foundation Patient Experience Group Quarterly Meetings

Thurrock Healthwatch Events

Basildon and Thurrock Hospital Cancer Group Monthly Meetings

South East Essex Partnership Trust Public Members Meeting

St Lukes Hospice VERVE Meeting

Care Quality Commission Listening Event Prior to the CQC Inspection of Basildon Hospital.

Please find attached Sample Agendas and Information regarding the above

We as a PPG have been involved in much consultation with regards to Health Services Changing or Relocating, which would affect our Patients. For Example the creation of Acute Stroke Treatment Centre at Southend Hospital and the transporting of Thurrocks stroke victims to Southend Hospital instead of Basildon Hospital. At Consultation meetings we were indicated our opposition to this action because of the serious delays involved because Stroke victims treatment is time critical. There have been a number of similar actions that would have adversely affected our patients, which we have apposed and changed.

We have over the past year tried to represent our Surgery at Meetings and Events but have been unable to attend all of them due to our lack of representation. We are currently starting a new campaign to increase the membership of our Patient Participation Group. With Posters in the Surgery, giving patients leaflets when they arrive for appointments, Clipping Leaflets to repeat prescriptions and by Email. We are also going to give Patients if they do not have the time to attend PPG Meetings the option of Feeding into the PPG by Networking.

Patient's survey carried out at the surgery showed:

100% of patients asked would recommend their GP to family and friends

100% of patients asked are able to get through to the surgery by telephone

100% of patients asked feel they are treated with dignity and respect by the staff

100% of patients asked are happy with the opening hours

90% of patients asked feel they can get an appointment when they need one

Mr Michael Riley
Patient
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