



-  **Bewdley Medical Centre**
-  **The Church Street Surgery**
-  **Hagley Surgery**
-  **Kidderminster Medical Centre**
-  **Stourport Health Centre**
-  **York House Medical Centre**

How Does Wyre Forest Health Partnership Engage With Patients?

The Partnership of 6 GP practices is committed to ensuring that its patients are at the heart of planning and decisions we make, and will always listen and learn from their experiences of our services.

The Board.

The Partnership has a Board made up of 10 members. These are; a GP in the Chair, a Chief Executive, a Finance lead, a GP site lead from each of the 6 sites and a patient representative. All have full voting rights to ensure they have an equal role.

The Patient representative is appointed through an advert to each member of the individual site based Patient Participation Groups (PPG's). Applicants are then shortlisted and then interviewed for the role. This role lasts for three years, as stated in the Board constitution.

The main role of the patient on our Board is to act as a "patient voice". They also act as a critical friend to the Board on matters relating to patient care, and to hold the board to account for patient services. The role also includes taking regular feedback from the 6 site based PPG's and to feed back issues or concerns to the Board. The Patient Rep meets and liaises regularly with the PPG Chairs.

Patient Participation Groups:

Each of the six WFHP sites has a fully functioning PPG, working to a formal constitution. These groups each meet regularly with a GP from their practice, along with the Site Manager. The PPG's take part in undertaking surveys on the performance of their practice, feeding back patient concerns and ensuring the GP's and staff at their practice is focused on good patient care.

Further to this the Chair from each PPG are all invited to an annual meeting with the Board's Patient representative, the Chief executive and the GP Chair and vice chair of the Board.

If you wish to join a PPG please contact the Site Manager at your GP practice via the details on the contacts page of your practice website

www.bewdleymedicalcentre.nhs.uk

www.churchstreetsurgery.co.uk

www.hagleysurgery.co.uk

www.kidderminstermedicalcentre.co.uk



David Corbet House, Callows Lane, Kidderminster
Worcestershire, DY10 2JG
Tel: 01562 745040

www.wyreforesthealthpartnership.co.uk Email: wfhp.info@nhs.uk





-  Bewdley Medical Centre
-  The Church Street Surgery
-  Hagley Surgery
-  Kidderminster Medical Centre
-  Stourport Health Centre
-  York House Medical Centre

www.stourporthealthcentremedicalpractice.co.uk

www.yorkhousemedicalcentre.co.uk

Patient Feedback:

The Board receives monthly updates on outcomes from the 6 sites, using the “Friends and Family” tests. Find these at <https://www.england.nhs.uk/ourwork/pe/fft/>

The Board also reviews all new posts on the “NHS choices website” at <http://www.nhs.uk/pages/home.aspx>.

The Board constantly reviews all significant complaints and significant events that occur in the business.

Each of the 6 sites and the Board have reviewed the latest information provided about us in the national patient survey for 2016, this data can be seen at the website: <https://gp-patient.co.uk/>

If you wish to provide feedback on our services please contact your practice Site Manager, the details are on the contact page of each individual website above.



David Corbet House, Callows Lane, Kidderminster
Worcestershire, DY10 2JG
Tel: 01562 745040

www.wyreforesthealthpartnership.co.uk Email: wfhp.info@nhs.uk

