

Patient Participation Group Annual Report 2012/2013

The purpose of the Patient Participation Group is to ensure that patients are involved in decisions about the range and quality of services provided and, over time where agreed by all parties, commissioned by the Practice.

We created our Patient Participation Group in April 2011 and currently have six patients as representative members.

During this year we have met on three occasions, 22nd March 2012, 23rd August 2012 and 24th January 2013. The minutes of these meetings are posted on our website.

Throughout the year we have received helpful suggestions from the Patient Participation Group which include:-

- Possible solutions to car parking issues with the development of Waitrose and Travel lodge that is in very close proximity to the surgery.
- Suggestions to improve patient access to appointments.
- More information available to patients via the NOTICEBOARD TV

The above was fed back to other members of the Practice and are in the process of being implemented or further research is being undertaken.

Over the year, concerns have been expressed by all about the transition from Surrey PCT to the Clinical Commissioning Group from 1st April 2013. Dr Warwicker explained in great detail that there would be considerable changes for the practice in terms of financial restrictions, but as far as patients were concerned they would probably see very little obvious change.

There is also registration with the care Quality Commission from 1st April 2013 which has been completed. This will involve an inspection of the practice at some stage where the inspectors will as well as looking at the premises and facilities want to talk to patients and staff about their experiences and concerns regarding the practice. As this has yet to take place, we are all a little bit in the dark as to what exactly will be required, but this will be discussed in detail at further meetings of the Patient Participation Group.

We have completed a Patient Survey the results of which are posted on our website and all members of the Patient Participation Group have been informed. We are pleased to note that the results are very favourable and in line with those of last year.

We will continue to improve the experience for our patients and continue with the Patient Participation Group for the foreseeable future.

