



## **Patient Representation Group (WMC-PRG)**

### **Interim Report, July 2014**

There has been a lot of PRG activity since the AGM and general meeting held on 6 March and I thought that you would appreciate an interim report.

The committee elected on 6 March will meet formally 2 or 3 times a year to progress matters and there will be one open meeting a year, allied to the AGM. Information will be circulated from time to time to our mailing list of those who attended the last open meeting or have registered an interest.

The committee met on 26 June, formalising the regular discussions that have taken place with the practice. Following the March meeting, an Action Plan was drawn up based on discussions at that meeting and the results of the Patient Survey.

Progress is being made towards improving contact with the surgeries and there are more staff answering telephones at peak times. The reception desks now remain open at lunch times. The load is also being spread by gradual take up of on-line booking for appointments and repeat prescriptions – if you haven't used this service take a look at [www.watlingmedicalcentre.co.uk](http://www.watlingmedicalcentre.co.uk) for registration details. On-line booking is in 'real time', meaning you access the same appointments diaries being used by staff, so no risk of double booking.

A coffee morning is planned for 11 July at Burnt Oak, as detailed in the attachment. You will see that the staff would be grateful for some help; should you be able to spare some time, please email direct to Amelia Hall at [Wellness.watling@nhs.net](mailto:Wellness.watling@nhs.net) or reply to me.

A regular Newsletter for all patients is being planned, with comments received about the original draft now being incorporated. You will be sent the first issue ahead of general publication.

If you have any comments or questions about the work of the PRG, I will be pleased to hear from you.

Regards,

Hugh Ogus  
PRG Chairman