



Watling Medical Centre

Patient Representation Group

Chairperson's Report 2013-2014

Chairperson: Judith May Parker

Secretary: Usha Chande

The WMC Patient Representation Group met three times in 2013 (June, September and November) and there have also been many online discussions around practice and PRG issues. Extremely useful input and feedback has been given in person and in online communications which I hope will continue and develop even further.

The main focus of the PRG itself has been on clearly identifying and developing its structure, purpose and how it is to be run. To this end, a lot of work has been put into amending and updating the constitution of the group, which will be put forward for adoption at the next meeting following the AGM.

The group has been involved in decision-making regarding surgery policies, administration arrangements, and activities including the telephone system and website appointments. The group worked closely with the surgery to pilot the introduction of Patient Access for online booking of appointments and ordering of repeat prescriptions.

The WMC PRG now has its own email address, wmc.prg@nhs.net. This will facilitate communication within the group and from other patients who will be able to feed their thoughts on patient issues to the group to be raised at PRG meetings on their behalf.

The surgery members at the meetings and who were involved in online discussions were Dr Saldanha, Dr Shah, Lynn Brown, the Reception Team Leader, and the Practice Manager, Ms Kiran Bakhshi, who has been in post since June 2013. Other members of the practice who have attended meetings this year are Dr Ahluwalia, who informed the group of the practice's activities within the Burnt Oak and Colindale Clinical Network, and Paula McLaren, the Lead Nurse and also the network's Research Lead, who is keen to engage with patients regarding the services available at the surgery and locally.

The practice and the PRG have worked together to increase the membership of the group – the patient group designed a flyer to be given to patients identified by the clinicians at the surgery as representative of the diverse communities that constitute the patient group, and also patients that it was felt would be able to offer constructive support to the practice and the group itself in moving the group forward in the coming months and year. This recruitment drive led to a significant increase in members, and the turnout to meetings this year has been very encouraging.

A significant piece of work conducted by the group this year is the 2014 Patient Survey focussing on Access to Medical Services at WMC. The patient voice is increasingly important and it is vital that the surgery and the patients work together to ensure that the surgery offer the highest possible quality of patient care, whilst engaging with and involving the patients in the decision-making process about their care. It is the patient's right to be fully informed and educated about the services provided and to know how to access appropriate care from the most appropriate service or person.

The action plan that the practice and the PRG devise once the results of the survey have been analysed will be hugely important in the coming year. The results and action plan will be published on the surgery website www.watlingmedicalcentre.co.uk by 31st March 2014.