

## Chairman's Report

### **Westfield Road Surgery's Patient Participation Group (PPG) 2011/2012 End of Year Report**

It is with great pleasure that we are able to submit this document for the first time !

I am pleased that over the past nine months our Practice Manager and myself have been able to gather a number of patients who, after an initial meeting involving Alan Hastings Link : MK chairman and Whaddon House PPG member, have now consolidated into a 6-10 member group which is regularly meeting approximately every six weeks on weekday evenings at the surgery .

My belief is that most importantly during this initial phase the members have developed rapport and a sense of empowerment to express their views openly within the group . Hopefully all this will evolve and translate into instigating improved services by our practice .

One of the group's first suggestions adopted was the placement of a comments / compliments / complaints 'post box' in the reception area ; the suggestions from this have been and will be a main source of ideas and discussion at meetings .

The most impressive outcome so far from this initiative has been the group's recommendation for the availability of online repeat prescription requesting, which has been taken on by the practice and is about to go live .

We have also been able to content ourselves with some quick wins for little cost to the practice, these being notice board improvements, bicycle rack & plants/flowers for outside main entrance .

Four or five of the members attended a recent Link:MK meeting .

Over the next few months I think that maintaining momentum and motivation of the group will be important, and that we (the practice) should re-focus on 'recruiting' more members, as ours is a small surgery with a fledgling PPG, vulnerable to diminishing numbers .

We have also developed a Virtual Patient Participation group which will be useful for practice / patient surveys and information.

It might be that one of the patient members takes over as chairman in due course .

