

SPECIAL POINTS OF INTEREST:

- **We want to know what you think**
- **Do it online**

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Patient Participation Group Launched

The Practice launched its Patient Participation Group on Friday 25th November.

The Patient Participation Group (PPG) has been established to improve communication between patients and the Practice and creates an opportunity for patients to work with the Partners and staff to develop and improve the services we offer.

The inaugural meeting was held at Bilston Health Centre at 1.00pm on 25th November. Seven patients attended along with most of the Practice staff and two representatives from Wolverhampton City Primary Care Trust.

Phil Turner, Practice Manager, gave a short presentation which included:

- The reasons for creating the PPG
- An outline of the role and purpose of the PPG
- An overview of the results of the most recent National

A copy of the presentation has been posted on the Practice's pages on the NHS Choices website

- Patient Survey relating to the Practice

Following the presentation members of the PPG discussed how the Practice could address some of the

weaknesses identified from the survey results (see story below) and how patients could contribute to making improvements to the services we provide.

Whilst the turnout for the meeting was low everyone was encouraged by the introduction of the PPG and it was agreed to hold a further event in early 2012. The Practice will look at ways to encourage more patients to become involved with the PPG to ensure that the Group reflects the demographics of the population registered with the Practice.

Further information about the PPG is available from Phil Turner, Practice Manager

The National Patient Survey—What you said

The National Patient Survey was undertaken by Ipsos/Mori on behalf of the Department of Health in December 2010 and January 2011, 862 questionnaires were sent to patients registered with the Practice and 316 were returned. However, not every respondent answered all the questions.

The survey covers 8 key

performance areas for General Practice:

Responses for the Practice

highlighted:

High quality of service provided by Practice Nurses; and

Problems associated with telephoning the Practice.

Overall the Practice is performing better than average when compared with both national and Wolverhampton survey results.

National Patient Survey—What the PPG Said

The Patient Participation Group discussed the results of the National Patient Survey.

The overwhelming view of the patients was that:

- the Practice was providing high quality services for people registered with the Practice
- the option of installing a menu based telephone system was not supported by patients
- It wouldn't matter how many extra telephone lines were installed and it would be a waste of money to fund additional telephone lines.

The PPG meeting concluded with a Q&A session covering:

- the implications for patients of changes proposed by the Boundary Commission ; and
- The impact of the Health and Social Bill on the Practice.

In regard to both of these issues Dr S V Sharma and Phil Turner said that patients should not be affected by any changes resulting from either Boundary Changes or the Health and Social Care Bill.

Improving Access for Patients

The Practice is committed to listening to patients and involving our service users in developing our services.

We have introduced an e-mail ordering service for repeat prescriptions. If you have access to a computer and an e-mail account you can order your repeat prescriptions by sending a request to our secure mailbox m92627@wolvespct.nhs.uk

E-mail prescription requests received by 12.00 noon on a working day will be available for collection after 2.00pm the same day (except

Tuesday when the Practice closes at 1.00pm).

Requests received after 12.00 noon will be available for collection the next working day.

With effect from 1st December a limited number of appointments will be available to be booked online using EMIS Access.

To use this service you will need to obtain a PIN number and Password. Please ask one of our receptionists if you wish to register for this service.

Christmas and New Year Opening

Drs Sharma, Hussain and Sharma and all the Practice staff would like to wish you a very happy Christmas and a peaceful New Year.

The Practice will close for Christmas at 6.30pm on Friday 23rd December and will re-open at 8.30 on Wednesday 28th December. At New Year the Practice will close at 6.30pm on Friday 30th December 2011 and re-open at 8.30am on Tuesday 3rd January 2012.

During these closure periods Out of Hours cover will be provided by Primecare—tel: 0300 555 0 277.

We hope you do not have to access Out of Hours Service over the holiday period.