



Eden Medical Group Port Road Carlisle

Patient Participation Group Report March 2014

Our Vision: 'To Enhance Patient Care and Provide High Quality and Responsive Health Care'

Aim of the Patient Participation Group:

Eden Medical Group is committed in enhancing patient care and continuous improvement of services and aim to form a virtual patient group which represents the Practice Population.

Objectives for the Patient Participation Group:

- Foster improved communication between the practice and its patients;
- Help patients to take more responsibility for their health; and
- Provide practical support and help to implement change

Attracting Patient Group Members:

The recruitment of members is an ongoing process and we continually aim to target group members using the following methodology:

- An information leaflet and membership form which identifies the patients; age, sex and ethnicity to target a diverse group of the practice population, is handed to all new patients in order to target a diverse range of patients and carers.
- Posters and leaflets are on display in nurses and doctors waiting rooms.
- District nurses distribute leaflets and membership forms to housebound patients within the community.
- Care homes and Nursing homes were sent letters, posters and membership forms targeting our patients.
- Pharmacies were sent letters and posters to display targeting our patients.
- Local churches and religious organisations were sent letters and posters targeting patients in the local community who may not regularly visit the practice.
- Clinicians and Nursing staff nominate patients they have cared for whom they think may be interested.
- Staff are asked to hand out flyers to patients during clinics for example; child health clinics, well women/men clinics.
- Patient Group information is published on our Practice website and internal media within the practice.
- Literature is also handed out to all patients attending appointments in the Practice.
- Patients who have approached the surgery / practice manager to provide constructive feedback are advised about our patient group and supplied with the relevant information upon declaration of interest.

Patient Response:

When a patient declares an interest in joining our Patient Participation Group and submits a membership form, a letter of acknowledgement is sent to each group member and details the group focus. For example our first project with the group will identify areas of priority and improvement from our most recent patient survey our: 'Practice Questionnaire'. A patient group

questionnaire will be designed taking into consideration the qualitative and quantifiable data in relation to the identified area of improvement, seeking feedback from group members to develop this service and agree an action plan. A publication of the actions taken and subsequent achievements will be reported to the group and ongoing communication will be distributed via reports and patient group newsletters to maintain partnership working with our patients in order to provide high quality and responsive healthcare. This information will also be publicised on our website and internally within the practice.

Patient Participation Group Members:

We currently have 11 group members both male and female and aim to continually recruit members as detailed above. Our current demographics of our Patient Participation Group are:

Age Groups:

75-84	65-74	45-54	25-34
1	7	2	1

All of our group members attend the Practice either on a regular basis, occasionally or very rarely. They are White-British and we are keen for other ethnic and age groups to be represented.

The Practice is a member of '**National Association of Patient Participation**' which we will share with our group members. This will maximise our Patient group and enable us to work in partnership to ensure continuous improvement and sustainability of our group.

If you wish to join our patient group please complete a membership form available at our reception or website and return to the practice.

Report by; Michelle Palmer Assistant Practice Manager and Patient Group Co-ordinator.
21.3.14