

PATIENT REFERENCE GROUP – AN OVERVIEW

The 14 members of the Patient Reference Group are aged from 17 years and above. There is a good mix of men and women from across the area, including regular users of the Practice and some who rarely visit. There are people with chronic diseases, people who care for older relatives and young children – in other words, a reasonably representative cross-section of patients. The Group has more women than men and more older patients than younger ones. Local organisations were approached to try and improve the balance, and efforts continue to be made to recruit new members from all age groups and backgrounds.

The Group met for the first time on October 12th 2011. The Practice Manager and a GP attend each bi-monthly meeting. The Group works with the Practice and involves patients in its running so that their concerns and recommendations are taken into account, especially when changes to local primary care services are proposed. It also means monitoring the services currently provided by the Practice and considering services that could possibly be provided in the future.

Members have commented on drafts of the patient survey forms in 2012 and 2013. Each year they have discussed the findings with the Practice. Results have been used to develop action plans based directly on what patients think.

If you are interested in being part of the Patient Participation Group, please ask at the Practice for more information or email Daryl Laws on practice.managerf81163@nhs.net.