

Patient Participation Group (WMC-PPG)

PPG report 2015-2016

Another year and I continue to appreciate the rapport with the professional team at both surgeries; their enthusiasm shows how much they value having an active and supportive Patient Representation Group (PRG). The group is a conduit for ideas to flow in both directions; having patients involved in consultations about the range and quality of services provided and commissioned by the practice benefits us all.

The PRG committee met formally three times during the year. With continuous liaison between meetings, members' help has been welcomed for specific events including at flu clinics. More than ever, the NHS is encouraging positive engagement with patients and much of what we work on is to be found in minutes and reports on the WMC website www.watlingmedicalcentre.co.uk

The site is a mine of useful information and considerable practical advice, with more and more patients using the resource for guidance as well as for booking appointments and ordering prescriptions; you can also view part of your medical record when logged in. Appointment bookings on line are 'real time', so patients can see and accept the same vacancies as receptionists and call operators.

Since the middle of the year, the call centre has been up and running at Burnt Oak, with additional lines and a 'cloud' holding facility. Your call to either surgery goes to the centre where dedicated staff deal with appointments and enquiries. This frees the receptionists to attend more effectively to counter patients. Additional reception staff have been recruited and at busy times other staff can be logged in as necessary to answer calls.

Two editions of the Newsletter with practice news, staff profiles and minor ailment advice, have been well received. If you have the interest, and

possibly even a little experience, to edit the Newsletter or help with it in some way, I would be pleased to hear from you at wmc.ppg@nhs.net

The October committee meeting hosted Practice Managers and patients from other local surgeries with whom there is liaison for clinics and other sharing. With considerable enthusiasm being expressed for liaison between patient groups, a specific inter practice meeting was recently held when the decision was taken to set up a network of patient groups. This has been warmly welcomed by the CCG (Clinical Commissioning Group) and Healthwatch (consumer champion for health and social care).

WMC is an outstanding and caring medical practice and it is a privilege to contribute to its progress in some small way.

A handwritten signature in black ink that reads "Hugh Ogus". The signature is written in a cursive style with a long horizontal flourish extending to the right.

Hugh Ogus
Chairman
February 2016