

Local Patient Participation Report for Blackwell Medical Centre

Our group is a well-established group although this year we've had a further push to get more members. We have had posters up advertising for members to join our group. Not only this but to try and get a more representative group some patients will have been approached directly to join our group verbally or with leaflets. The questionnaire also asked patients if they were interested in joining our group. Even with these measures we have a group of 8 with an age range from 73yrs – 82yrs

At the first meeting with Dr Southcott we discussed what we wanted included in our local practice survey. We wanted to know from our survey whether patients knew what services and clinics we offered. As well as this we wanted to try and find ways of alleviating the pressures on the telephones particularly in the mornings thus enabling urgent calls to be answered more quickly. We decided to assess potential use of the internet by patients for prescription requesting, appointment cancelling and making.

The questionnaire was given to all patients attending the surgery for an appointment over the period of a week in December 2011 until we had 200 completed questionnaires. Results of this are attached. At the next meeting results of the survey were discussed and an action plan created as follows:-

Action Plan

- 1) To create a website with the ability to at least request prescriptions and cancel appointments. We also discussed the ability to make appointments but there is a fear that initially this might discriminate against the elderly and will make it even harder for them to access an appointment.
- 2) To set up an appointment reminder system by text messaging.

Opening hours

Monday	0800 to 1830
Tuesday	0800 to 1830
Wednesday	0800 to 1200
Thursday	0800 to 1830
Friday	0800 to 1830

At all other times please call 111 in cases of needing medical assistance or 999 in medical emergencies