

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 7 with an age range from 58yrs – 82yrs

At the first meetings of the year we discussed what we wanted included in our local practice survey. This year we decided to try and find ways to enable patients to help themselves with their health issues.

The questionnaire was given to all patients attending the surgery for an appointment over the period of a week in December 2012 until we had 100 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 find out re Promotional Health Videos to play on repeat in reception to promote good/better health. To including real life cases showing cause and effect.
2. Create Poster and display in reception promoting healthy eating/ exercise encouraging patients to ask at reception for information leaflets

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