

## **Patient Representation Group (WMC-PRG)**

### **PRG report 2014-2015**

The tremendous support from staff of Watling Medical Centre demonstrates the importance they attach to having an active and effective Patient Representation Group (PRG). The PRG exists to provide the opportunity for patients to be involved in decisions about the range and quality of services provided and commissioned by the practice. We do not simply give feedback but work closely on policies that will refine ways of functioning for the greater benefit of all.

The NHS encourages this positive engagement with patients and, indeed, requires the outcomes and the views of patients to be published on the practice's website. The WMC website is easy to navigate and provides a mine of useful information, with more and more patients now taking advantage of this resource. [www.watlingmedicalcentre.co.uk](http://www.watlingmedicalcentre.co.uk)

In March last year, an Action Plan was agreed between the practice and the PRG, based on the results from the patient survey carried out in 2013. The survey, an admirable legacy from my predecessor, Dr Judith May-Parker, can be found in full on the website.

Implementation of the Action Plan has proceeded well, with interim reports and reviews at the PRG committee meetings. Some of the more tangible outcomes are:

- Reception remains open at lunch times;
- Test results are available all day after 11.00 am;
- Stanmore surgery reception desk has been redesigned and the area rearranged;
- The telephone system is being upgraded to allow for more flexible hours, with more staff answering calls at peak times to free up reception;
- Appointment bookings on line are 'real time', so patients can see and accept the same vacancies as receptionists and call operators;
- Open days have been held in Burnt Oak;
- The email database is growing and SMS messaging introduced;
- The patient Newsletter has been established

The PRG committee met formally three times during the year. There has been continuous liaison with the practice in between and members helped out at an open day and at flu clinics.

In November, Burnt Oak surgery was selected for a visit by Health Minister Earl Howe, Parliamentary Under Secretary of State for Quality in the Department of Health. A report will appear in the next issue of the Newsletter.

We met with Healthwatch Barnet for discussions on an number of relevant topics. With their cooperation, the surgeries have produced two useful information leaflets about local medical services, including contact details and opening times for pharmacies and a range of emergency services.

I attended a meeting of Barnet Seniors' Assembly at Hendon Town Hall last June and, on 25 February, two of us will join Practice Manager Kiran Bakhshi for a workshop in Finchley for patient groups and practice managers, organised by Barnet Clinical Commissioning Group and Healthwatch.

It is immensely worthwhile to be able to contribute to the progress of this outstanding and caring medical practice.

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

Hugh Ogus  
PRG Chairman  
*February 2015*