

Practice Name: Central Park Medical Centre

Patient Participation Report 2013/14

This report summarises the development and outcomes of the Patient Reference Group (PRG) in 2013/14.

The report contains:

1. A profile of the PRG.
2. Priorities for the 2013/14 patient survey and how they were agreed with the PRG.
3. Method and results of the patient survey.
4. How the survey findings were discussed and changes agreed with the PRG.
5. Details of the Action Plan agreed with the PRG.
6. Confirmation of practice opening times.

1. Profile of the Practice Population

Practice population Summary
At present we have 10805

Age	Male	Female
0-64	3983	4746
65-74	611	595
75+	395	475

Ethnicity

Public Health have advised us that we have the Largest BME population in Wallasey

Profile of PRG

We formed our patient group in 1992. As a group we have won a Beacon Award and the Queens Award for Voluntary Service in 2006. Our group now consists of 12 after Central Park and Mill Lane merged in April 2013.

We have recruited by invite and the patients were selected for their life experience and areas of expertise.

We recruited

- **The Manager of the Wirral Multicultural Centre**
- **A Pharmacist**
- **Patient with a physical disability**
- **Lead Person of the Liscard Forum**
- **Local Magistrate with experience of working with Charity work eg Bread of life and deprived patients**
- **A Solicitor**
- **An Accountant**
- **Experience working in courts**

As a practice we believe that our patient group is representative of our practice population

2. Priorities for the survey and how they were agreed with the PRG

Our group meets monthly and we started our discussions on our survey on the meeting November 26th. 2013 .

The group discussed ideas to be included and the questions for the survey were agreed on the meeting January 28th

3. Method and results of patient survey

We used our own questionnaire designed by the PPG and the GPS/ Managers

Using paper forms

4. How the survey findings were discussed and changes agreed with the PRG

Details and changes were discussed March 24th 2014

5. Action plan agreed with the PRG

You said...	We did...	The result is...
Too many posters	We took inappropriate posters down	Posters only agreed by the Gp's to be displayed
Better 'phone system	Contacted our Communication Centre. They are looking at altering the equipment	We are still waiting for Department to complete the work
More Extended Access	We discussed at the Gp weekly meeting	We are now are open late on a Friday evening
Problems picking up prescriptions	Promoted the electronic delivery of prescriptions to the chemist. We now have two dedicated Prescription Clerks who will deal with queries between 8.00-3.00	Less problems
Disabled spaces and wider entrance and exit to car park	Spoke to the Landlords	Sorry , Both number of spaces and entrance and exits are within the regulations required

7. The opening hours of the surgery are

Monday – Friday 8.00am -8.00 pm