

# WINSHILL MEDICAL CENTRE

## PATIENT PARTICIPATION GROUP

**2013 – 2014**

The group have met a number of times throughout the year, the membership of the group has changed due to the 'retirement' of a number of key figures.

Chair Kerry Adams has done an excellent job in organising group meetings and co-ordinating events.

The group agreed at the beginning of the year that they would focus on delivery of a number of the proposed changes that had been recommended as a result of a survey of patients in 2012 -2013, that was discussed in March 2013, with an action plan being created.

At the Patient Group meeting in April 2013 it was agreed that the group would work with the practice to fund a Health TV to improve communication and provide educational material for patients; the group felt it would be an excellent opportunity to coincide the launch of this with the 10<sup>th</sup> anniversary of the opening of the surgery.

The Doctors agreed that it would also allow them an opportunity to revamp a few areas in the main waiting area.

### **The group secured funding for the following:**

Colin the Caterpillar Mural wall toy – to educate and stimulate co-ordination in children from 12 months of age through to 12 years of age, each section providing a different activity, kindly sponsored by Trent and Dove Housing

A fully revamped Library – supplied by Staffordshire county council – with the provision for books on prescription and a service for local people to request books via the surgery.

Plants sponsored by Bretby Nursery

'Comfee' chairs – sponsored by the Local Parish Council

\*Health TV – the TV has been programmed to run during surgery times, with educational material supplied via the NHS Public Health Dept and other community organisations. The programmes educate patients in the management of long term conditions; Funded through patient donations and the GP's

The TV also shows the current campaign around appropriate use of the NHS, advising patients about the correct use of A&E and out of hours services, and offering self help advice

Child care, ante natal and post natal care, are just a few of the other topics covered through the week, we also have some fun additions via YOU TUBE with the intention of engaging with all age ranges who visit the surgery. The TV is fully programmed to run different series through different days to provide variety and also with specific targets during antenatal clinics and child health clinics.

Plants (sponsored by Bretby Nursery)

An anniversary party was held in October 2013, the Patient Group invited patients, retired staff, and representatives of all the organisations who had sponsored them.

The local press attended and the group were proud to have their hard work praised in the Burton Mail. (picture below)

## SURGERY CELEBRATES 10 YEARS IN BUSINESS



**SPECIAL OCCASION ... pictured at Winhill Medical Centre are staff and members of the Patient Participation Group.**

WINSHILL Medical Centre has celebrated a decade of serving the community.

The premises opened in Melbourne Avenue in September 2003 and the last 10 years have seen the surgery steadily thrive.

A special celebration to mark 10 years was

held this week.

A surgery spokesman said: "We are proud that after 10 years we still have immense support from local residents, the local parish council and county councillors."

As well as celebrating 10 years, the surgery

has also seen its library refurbished with a range of books to support healthy living.

The surgery also has a 'health TV' in place of a notice board which aims to inform and educate people about current health issues. It also displays work by local artists.

\*In order for the above to be located in the waiting room the seating arrangement was changed and all notice boards reviewed/moved. This gives a fresh and open feeling to the waiting area which many patients have commented on.

The Patient Group have also encouraged the surgery to host a rolling programme of exhibited art.

The exhibitions commenced in October with a series of paintings by a Derbyshire Artist Pam How.

Local artist Mr Rodney Lear was encouraged to exhibit his work that spanned a good number of years, and generated much interest amongst patients and staff.

We are currently exhibiting photographs and multimedia pictures by a young artist 'Alistair', who has worked with support groups in and around Derbyshire and Staffordshire.

Later in the year we shall have work by Wendy Darker.

If you are interested in exhibiting any form of art work then do be in touch, all we ask is that you provide some information on yourself and the pieces you are showing.

The artwork has proved to be interesting and varied. The practice staff have been encouraged by the enthusiasm of visitors and patients, many who pass on their comments.

The Patient Group also held a Macmillan Coffee morning and once again raised just over £80.00, with cakes and biscuits made and donated by staff and patients.

The group members are always accepting feedback and have reported very positive comments on the changes made;

We are very pleased that with the support of our patients we have been able to implement many of the suggested changes noted from the last survey.

- The query telephone has been relocated
- Receptionists have been recruited and update training provided for everyone.
- GP consulting rooms have signs with names.
- Staff use smart card ID

At the patient group meeting in November 2013 it was agreed that a patient survey this year would be held in the summer. Due to illness the group were very low on numbers and needed to generate interest and support to carry out the survey.

It was also felt that patient's perceptions may be different in the summer and it would be good to gather these.

The Patient Group is currently in need of volunteers who would be willing and able to meet once a month in order to develop the surgery more; If you are interested in gathering peoples views and making sure that patients views are represented in the surgery then please do get in touch.

The group has meetings planned for April and May; and would welcome any help for the proposed survey in June 2014.

Kerry Adams, Chair, can be contacted via the surgery.