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Patients Participation Group Report 2014/15

Introduction. The report this year is in a different format. The attached template is a requirement of the work that practices across England are required to complete by NHS England and sets out numbers and ethnicity of patients and also the detail of the dialogue between the practice and patients.

The Statistics and Membership. The details of gender, ages and ethnicity for both the Practice as a whole and the Patients Participation Group are set out in this section. The Practice also has to demonstrate how it tries to involve hard to reach groups such as those with disabilities or where we have a specific reason for doing so, such as our expanding young parents grouping.

How we find out what you think. The next section details the various sources of information the practice has to determine what you think about us and our services. This information is the starting point for the discussion with the Patients Participation Group for developing action plans for key areas.

Priorities. The 3 priorities boxes of the template set out the areas that have been agreed and worked on during the 2014/15 year and also progress to date.

Update on Previous Year. The final piece of information before the sign off is to update patients on the previous year's work, which I am pleased to say has gone well.

Please become involved with the work and services at St Johns, if you have the time. You can leave your details at reception or email the Operations Manager Jacqueline.Lumsden@nhs.net. Do not hesitate to contact me colin.stears2@nhs.net or one of my managerial team should you have any queries.

Colin Stears
Management Partner
30.03.2015