

DR S K VIJ & PARTNERS  
PATIENT PARTICIPATION GROUP – REPORT  
MARCH 2015

Dr S K Vij and Partners consult patients from three surgery locations. Our main surgery is Whitmore Reans Health Centre located in the centre of town with two branch surgeries at Ednam Road, located in Goldthorn Park area and Pendeford.

We have had a Patient Participation Group at the surgery for a number of years. We have friendly discussion in a caring manner about the services and support given by the Practice.

There are five patient members currently on our Patient Participation Group who regularly attend the meetings throughout the year. The patient members represent the three surgery locations, with at present two patients from Ednam Road, one patient from Pendeford and two patients from Whitmore Reans Health Centre. We presently hold out meetings at Whitmore Reans only, at six to eight week intervals, and the patient representatives are happy with this arrangement.

Our patient members are white British and Asian ethnicity and as we have a multi-cultural patient population, especially at our Whitmore Reans Practice, we would welcome patient representatives to give their views and suggestions to ensure good patient care.

Our current five patient members give valuable input however we would welcome support from more patients within the practice, varying ages and ethnic backgrounds. Unfortunately although we have published information about our Patient Participation Groups we have had no new members come forward. We will be actively advertising to get more patient members to attend our Patient Participation Groups over the coming months to ensure more patients have the opportunity to get involved in the discussions on the range and quality of the services the Practice provides.

At present we advertise our Patient Participation Group on our surgery noticeboards, on our website and NHS Choices. We are going to try different methods to encourage our patients to join the Group, firstly with flyers, in as many languages as possible.

At our Patient Participation Groups we have priority discussion on customer care at the reception window, the ease of obtaining prescriptions and the ease of obtaining doctor and nurse appointments as well as other matters which arise through the course of the meeting.

If anyone would like to become a member of our small but effective patient Participation Group please leave your contact details at any one of our surgeries and someone will get back to you.

Signature of PPG:

