

## **Southlea Group Practice Patient Participation Report March 2013**

### Practice and Patient Profile

The list size in March 2013 has remained almost static since April 2012.

### Patient Participation Group

The group meets usually every ten to twelve weeks. It has a committed group of five or six patients. Our last meeting was held at Lower Farnham Road on Monday 28<sup>th</sup> January 2013. Unfortunately due to illness the last scheduled meeting of Monday 18<sup>th</sup> March was rearranged for Monday 8<sup>th</sup> April.

The Chairman of the Group is Dr. P.M. Bibawy and in his absence Dr. L. Rosling. The Secretary of the Group is our Practice Business Manager Alison Somers.

Due to the lack of new faces the group redesigned their campaign poster in February and updated their leaflet to promote the message "Your Practice Group Needs You". We have also noticed a few new patients completing the registration forms which are provided in the new patient packs, these forms give the patient an opportunity to join the group or virtual group.

The older website has now been taken out of operation and the new website is enabling new members to decide if they should like to join the group or not. Recently we have had a number of people show an interest. These patients shall be invited to the meeting of 8<sup>th</sup> April.

### Patient Survey

Between February 8<sup>th</sup> and March 8<sup>th</sup> 2013 the practice have asked patients attending the surgery to complete patient surveys, these were given out at both sites at Lower Farnham Road and at the Aldershot Centre for Health.

The website also has a copy for you to complete should you wish. We are currently looking at ways in which to develop the next survey via Survey Monkey or an alternative type of online survey.

We are also aware of patients who do not attend often for personal reasons and we are looking at sending out with our next newsletter a questionnaire for completing.

The survey has produced a number of comments all of which are taken seriously and discussed amongst the Partners and Management Team. The findings of the survey are also provided to the Patient Participation Group for their comments. We have established that a number of the findings have already been discussed at the recently held meetings and the Group along with Dr. Rosling and Alison Somers have already developed an action plan which is about to have some of the main actions developed over the course of the next few months.

The findings of the survey have been published on the site for anyone to look at and any further comments would be taken into consideration.

Alison J. Somers  
March 2013