

Report on Kelvedon & Feering Health Centre Patient Participation Group

The Story so far.....

We started recruiting for the Group in the second half of 2011, and initial progress was slow in attracting members, a further publicity push and encouragement from the Surgery staff increased membership, but we would be pleased to welcome more members, and will be doing further drives for membership during 2012.

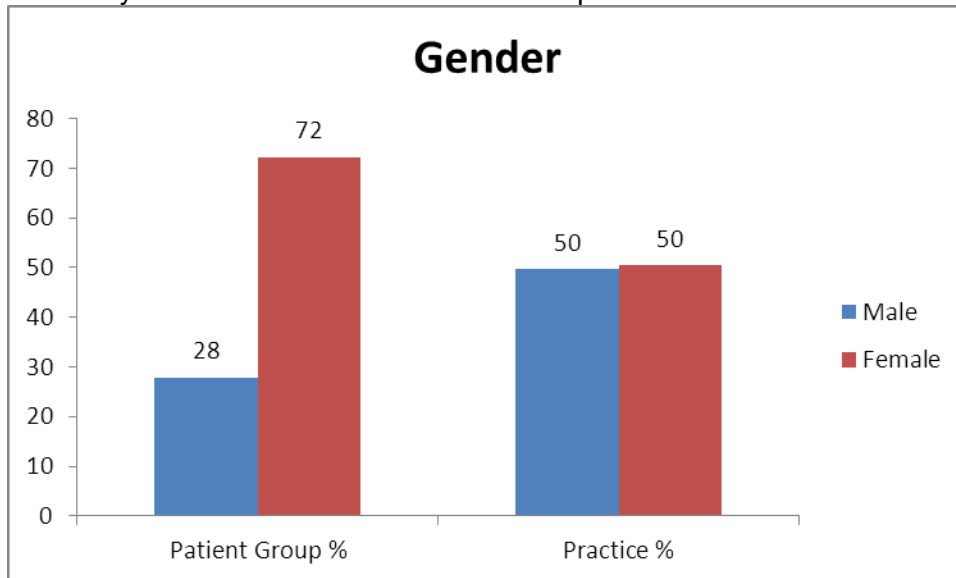
We recruited members by:

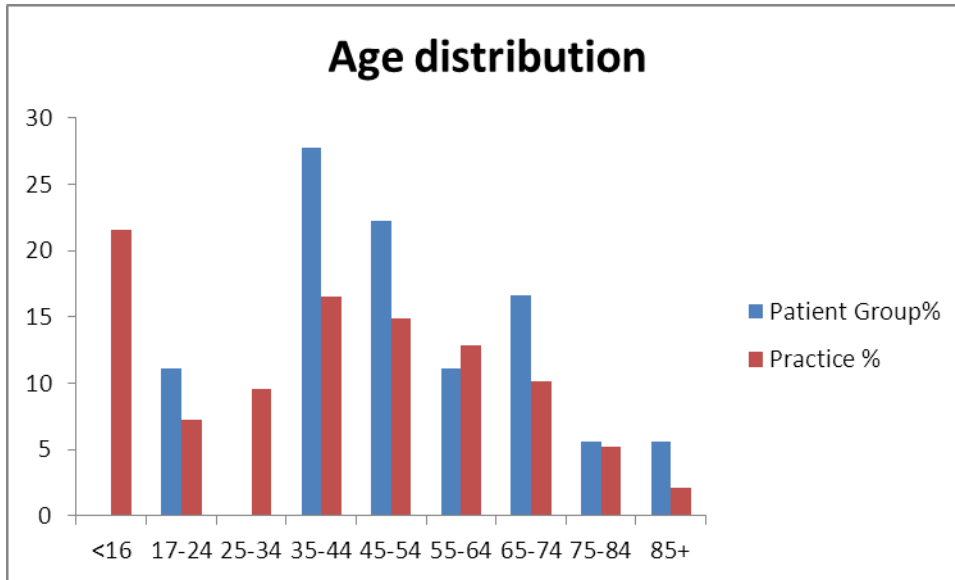
- Posters displayed in the waiting rooms
- Forms for patients to complete expressing an interest in joining were and are available in the Reception
- Information about joining was/is available on the Practice website.
- We ran adverts in both the Kelvedon and Feering Parish magazines.
- Direct approaches to patients by the Reception team.

We currently have 18 members and are under represented in the 25-34 age group and male patients. The majority of members in the group are happy to contribute in different ways, many by virtual involvement, equally many would like to meet or be involved by post so we will be developing a model to consult and involve the members in the ways that suit them best.

The charts below show the make up of the group at present by age and sex.

We have not shown the ethnic mix of the practice or the group as we have only recorded ethnicity for around 65% of our patients something we will be targeting to improve over the next year so we can add this to future reports.





Over the next year we will be targeting those groups that are under represented in the group as well as continuing to encourage a wider membership generally by:

- More publicity around the villages, e.g. local chemists, shops
- A further advertisement in both the parish magazines
- Requests to local groups to display a poster, e.g. sports clubs, mother /baby groups.
- Inviting new patients to join the group
- Targeting particular clinics to address the under represented groups. For example midwife clinics, baby immunisation clinics, and diabetic clinics.

The recent patient survey

In February 2012 we contacted the members of the KFHC Patient Group, by post and email, to comment on the survey we wished to undertake in March, some of our members took the time to make some detailed comments, for which we thank them and we will revisit these for future discussion. The majority were happy with the content of the survey that was finally used. The survey was carried out over a 10 day period from 5 to 14 March in the surgery by patients visiting the surgery; we used a 10 day period to allow for patients visiting the Doctors who work part time to be able to have an equal chance to complete the survey.

Please see the Survey report for details, this will be posted on the Surgery website, displayed in the surgery and circulated to the Patient group members for comment and input to the action plan for the future.