

Patient Participation Report 2013

Practice opening hours

Details of the practice opening hours can be found on our website.

<http://www.stmaryshealthcentre.co.uk/opening-times.aspx>

Our PRG profile

The Practice has small number of patients who attend PRG meetings in the Health Centre, but we have a much larger virtual group, who keep in touch with us via email, Facebook, and through our website.

The Practice has taken a number of steps to ensure that is representative of its registered patients such as:

- a. Advertise - in the practice, on our website, on facebook and twitter
- b. Have no criteria, other than you must be a patient of the practice
- c. Recruitment campaigns during flu clinics

We held a meeting with our PRG, and looked at issues arising from previous surveys. We also looked at the health agenda for Greater Preston, and decided to develop a survey to find out which healthcare services patients choose to access, and why. This was selected as a way to educate patients of the options available to them with the intention that they will then select the appropriate service.

How do we collect views from our patients?

Surveys could be completed by hand in the surgery, or on line via our website. Both options were widely advertised, in the practice, on our website, on Facebook.

How did our PRG discuss the contents of the action plan?

The survey results, and comments were emailed out to all members of our PRG, and our chairman collected the results to present to the Practice. The Practice then considered each suggestion, and developed an action plan of the

areas we believed we had the resources to improve. This was then emailed out to the PRG for approval.

Details of the Practices response and action plan, including areas agreed for change, can be found on our website via the following link

<http://www.stmaryshealthcentre.co.uk/info.aspx?p=14&pr=P81213>