

Three key messages from the practice.

1. For up to date information about the surgery please check the practice website at www.foresthousemedicalcentre.co.uk Patients can book appointments online, order repeat medication (please request a password from reception) and leave feedback for the practice and it's all very simple to use.
2. Please telephone after 11.00 am if you require test results or have a general enquiry as we like to keep the phone lines available before 11.00am for patients booking appointments.
3. If you have an illness or injury that won't go away that isn't life threatening, contact the surgery first if possible to make an appointment or for advice. We provide a range of services by appointment and when absolutely essential can make home visits. Opening hours are Mon-Fri 8am - 6.00pm. Please make sure you are using the correct service. The practice is supporting the Department of Health campaign 'Choose Better' and more information can be found at www.choosebetter.org.uk

Forest House Patient Participation Group Meeting Dates 2013 6:15pm at Forest House Medical Centre		
11 March 2013	22 April 2013	3 rd June 2013

Appointment Telephone 0116 2898111	
Out of Hours Service 0845 0450411	More information about the surgery www.foresthousemedicalcentre.co.uk

I would like more details about/am interested in joining* the Forest House Patient Participation Group. *delete as appropriate	
Name:	_____
Address:	_____
Telephone No:	_____



**Forest House Patient Participation Group
Annual Report to Patients 2012**

Dear Patient

This is the first annual report of the Forest House Patient Participation Group. In this leaflet you will find details about:

- What the patient participation group is and when it meets.
- The issues that the practice and group have been working on together and what we will be working on in the future.
- Local healthcare issues that the group have been consulted about.
- How you can help the practice.
- Information on how you can get involved.

The group was established in October 2011 and it is comprised of patients, administrative staff and a doctor. The meetings are open to all registered patients. We discuss what is happening at the surgery, giving the surgery a patient's view of the services it delivers and we discuss general healthcare issues. We also invite guest speakers to come and talk to us on a range of issues.

Last year the practice conducted a patient survey measuring a number of criteria, including quality, satisfaction, awareness and expectations of services provided by the practice. Patients expressed high levels of satisfaction with the care they receive. The practice demonstrates a commitment to improve the way it delivers services to patients. It has brought several proposals to the group including:

Improving opening hours: The practice has trialled new opening hours and Practice Nurse appointments are now available on Saturday mornings.

Walk in clinic: A new 'Walk In – One Problem Only' service is being trialled.

Improving practice facilities within the constraints of the building: Improvements like piped music and better public health information displays are improving the waiting room experience.

Online services: A new online appointment and repeat prescription service has been launched.

During the year the group has discussed a number of topics, including:

Medicines management: The group invited a pharmacist to discuss medicine management issues, surrounding minimising waste, recycling unused medicines and chemist repeat prescription services.

Clinical commissioning: The Chief Operating Officer of the East Leicestershire & Rutland Commissioning Group came to the surgery and spoke to the group about commissioning health services locally.

Patient suggestions or complaints: The group receives regular reports about how the practice deals with suggestions or complaints from you.

Practice premises: We heard from a Primary Care Trust speaker, who explained about internal processes involved when new premises are sought.

Response to Clinical Group Commissioning consultations: The group have responded to a number of consultations including Integrated Care Model, Self-care Strategy and Patient Intelligence Reports.

Monitoring the practice's communications: We have looked at how the practice communicates with us, through the leaflets and website it manages.

This year the group will be undertaking a patient survey looking at appointments, communications, the 'Walk In – One Problem Only' surgery, repeat prescriptions, the medical centre itself and the care we receive here.

You can help the surgery a number of ways, by completing this year's survey, or registering for the online booking and repeat prescription service, for example.

We are your group, for your practice. We want to hear your views about the practice. If you would like to join the group or want to know more about our work, then complete the coupon on the back of the leaflet and hand it in to reception. You can then be a part of helping the practice shape its services for the future.

Forest House Patient Participation Group – February 2013

What is the Forest House Patient Participation Group?

The Forest House Patient Participation Group is a representative group of patients, who meet about every six weeks. We are independent of the practice. We are an important communications link between the practice and patients. We listen to the practice and offer in return, a patient's view of the range and quality of services that it provides for us. We discuss things like:

- What new or improved services the practice would like to deliver in the future?
- What patients like and don't like about the practice?
- What is happening at the practice?
- Consulting the local Clinical Commissioning Group about what new and improved healthcare services they plan to deliver to patients in our community.

What are the group's objectives?

- Improve communications from patient to practice and practice to patient.
- Give a patient view and feedback, through patient surveys, to improve the practice's existing and any proposed future services.
- To act as the patient's voice about NHS and clinical commissioning services.
- Increase the membership of the group.

Can I get involved?

Yes. Any registered patient is welcome to attend any meeting. We want to make sure that we are representative of all patients. The meetings are informal, but they are not a suitable place to raise personal medical issues or individual complaints. You should contact the Practice Manager, if you have one of those. A list of dates of future meetings is on the back of this leaflet and an agenda will be displayed before each meeting. Please contact a member of staff if you would like us to discuss something that interests you and we will put it on the agenda.

What is the group doing next?

Well, the group and surgery have been working closely on an action plan of things they would like to see happen to improve healthcare at the surgery. The group will be monitoring that action plan and working together with the surgery on new ideas over the coming year.

Where can I get more information?

You can get further information from periodic notices in the waiting room and from the surgery's website at www.foresthousemedicalcentre.co.uk