

Budbrooke Medical Centre Patients Representative Group

Chairman's Report 2017

I consider it has been another good year for both the Budbrooke Medical Centre and for its PRG.

Firstly a number of improvements have been made to the premises. Also there have been some positive changes to the staff, for example the promotion of Sarah Davies to Practice Manager and the appointment of a Pharmacy Manager,

The PRG has had 7 well attended PRG meetings and the minutes etc. are on the Budbrooke website under the heading '**Have Your Say/Meetings**'

As far as the PRG members are concerned, as well as their support by attending our meetings, individual members have also given assistance to the practice. Some examples are:-

- * helping to develop and analyse the annual surgery survey. The results were very positive. Phil Dix also passed on the questions to members of 3PPPG for possible use in other surgeries.
- * helping the introduction of the online EMIS services, particularly the access to patient's records. This is now successfully rolled out and is working really well.
- * involved in revising the telephone answering service so that it is more direct
- * working with Nurse Sally on the project to include young people.

There are a number of south Warwickshire CCG projects that are being developed and which could affect the working of our surgery - hopefully in a good way. The PRG Chairman, as an automatic member of the CCG PPPG, must continue to keep a close eye on them so that any objections can be raised before it is too late - the PPPG. has already had some positive influence on the CCG.

The surgery is awaiting a visit from the CQC (Care Quality Commission) and it may be that we can give help during their visit?

I would still like to see a wider range of ages represented on our committee and I believe we should make some further effort in that area. There is about to be a south Warwickshire CCG survey to find out people's expectations and the PRG have been asked to help with this.

Finally I would like to thank the Staff of Budbrooke Medical Centre and you committee members for your support during the year. I am sure, with your continued enthusiastic support, the group will grow even more in value to both our patients and the staff.

Ken Hope
Chairman
March 2017