

**SYMONDS GREEN HEALTH CENTRE**  
**Creating our Virtual patient Group**

A member of staff attended patient participation group training provided by the LMC on 24.8.2011. The Public Engagement Manager from the Trust visited and we had a meeting with her on 26<sup>th</sup> October 2011 to make sure we were going in the right direction. She assured us everything was good. Also we have attended the Conversation Café on 22.11.2011 with patient representatives. We currently have two patients who wish to be on the patient locality group for commissioning.

The Practice advertised PRG – posters put up in the surgery, jayex board notice, forms were completed by patients entering the surgery requesting permission for e-mail addresses and permission to contact them regarding the PRG.

We feel that we have offered and advertised our PRG to our practice population and are at the beginning of establishing a strong/diverse virtual group which we are continually building on and aim to increase representatives from all across our practice profile throughout the coming year.

We feel confident that we have a virtual patient representative group which covers a wide variety of our patient population. We noticed we have covered Asian, Caribbean, Eastern European, African groups.

As stated we are interested in recruiting from under represented groups and now the group structure has begun to take shape we can build on weak areas including finding a way of accessing patients from Nursing Homes who maybe cannot represent themselves or who might need assistance in participating.

Patients who wanted to participate in our group were sent a welcome e-mail to the Symonds Green Health Centre PRG. Patients were made aware that we needed a Patient Survey on our Practice therefore patients were sent a copy of the old survey for their opinion. They were very clear that the old survey was too long. Patients were asked what they would like to include in the new Practice survey as key elements. We had several responses and from this we devised the new survey which was put together and forwarded to all representatives for their opinions.

The opinions were noted and a revised survey was put together and typed up and e-mailed back to the patients for agreement and then it was posted on the website for patients to participate in the survey.

A summary of the results of the survey is published on our website

In consideration that the group is new, we are happy that we have received a positive number of responses for our first survey

The survey is credible and the results show our strengths and weaknesses and areas that are positive with areas that we could improve on realistically.

The practice e-mailed all PRG current members to advise them to look at the report on the conclusions of the survey and provide feedback for actions.

We acted on the responses from the report and put the conclusions and actions of the survey on the website.

We feel we are happy with the way our virtual group is going forward and we are continually accumulating new members daily, however, we have found that quite a few people do not have a computer and are disadvantaged and our next step is to concentrate on developing a core group to meet up in the surgery on a regular basis. We have devised a system to log all patients who are without a computer and we will approach them to see if they are interested in joining the group.

Finally we have received e-mails from a number of our patients who are very happy with our website.