



**STRAWBERRY HILL
MEDICAL CENTRE
PATIENT GROUP**

2023 AGM CHAIR'S REPORT

PATIENT PARTICIPATION GROUP (PPG)

Open and free to all registered patients and employees

Patients who express an interest join a virtual group to receive info and provide info on request

Managed by a Coordinating Committee

AIMS & ACTIONS OF COORDINATING GROUP

13 MEMBERS

PRACTICE
MANAGER AND
GP
REPRESENTATIVE

AIMS

- Voice for patients
- Involved in Care Quality Commission (CQC) inspection process
- Updates from the surgery - keep abreast of developments
- Feedback from patients to take forward ideas and suggestions about potential improvements
- Support the practice as appropriate

ACTIONS

- Newsletters
- Advice on carparking
- offered constructive views re car park
- Patient Information Point
- Survey

SURGERY PROFILE

22047 patients registered

Age profile similar to national average

White British with a small percentage from other ethnic backgrounds

A CHALLENGING YEAR

6 Care Homes

Telephone
consultations

Feedback from
patients

National
advice – more
face-to-face

Appointments
Urgent
Routine

**NHS
CHANGES**

**PRIMARY
CARE
NETWORKS
(PCN)**

A34 PCN

Strawberry Hill Medical
Centre


Eastfield House

Downland Practice

MORE EFFICIENCY



Signposting
straight to
other services



Upskill
training for
admin staff

PRESSURES NOW

Medication reviews

Staffing

Blood pressure monitors

Car parking

THANK YOU FOR
LISTENING

