**Kenyon Medical Centres Patient Representative Group**

The patients of the Kenyon Medical centres have had a voice at the practice since the early 2000s when these groups were first set up. The purpose of the group is to act as a voice for the patients and comment on non -medical matters which affect the patients as a whole. We have asked for comments on issues that affect patients, for example the parking problems at Brandon Road, and have been successful in having the City Council stop the car trader who was regularly occupying two car park spaces all day in defiance of the two hour parking regulations and thereby denying these spaces to patient. We were also able to appeal to the chemist next door to the surgery who agreed to make more spaces available by tarmacing some of the land next door to his chemist`s shop .

Early on when the group was first set up it was agreed to run a book exchange , with people bringing books to be sold for 30p. The money raised has been spent on things which have made life better for patients. Two hydraulic examinations tables, one for each surgery were purchased so that those patients with mobility problems could use these more easily than the traditional tables in use. Toys and activity tables have been bought for each site so that younger patients could be occupied while waiting for appointments. On occasions we have contributed towards medical equipment which the doctors use for the benefit of the patients but which is outside the normal remit of a GP surgery for example the hyfrecator used for the removal of skin tags etc by a GP who has a specialist interest in dermatology. This means that patients do not have travel to the hospital for appointments. We have also contributed toward the purchase of equipment for the monitoring of asthma patients .

At times when the surgeries have been upgraded the panel have suggested that a baby changing facility be provided and that chairs with arms be available in the waiting areas .

On several occasions the panel have offered opinions on patient research projects which have been conducted by Warwick University Medical Department as well as helping in NHS surveys and questionnaires being conducted .

Members who form the panel attend city wide meetings with Coventry and Rugby Commissioning group and NHS who are responsible for organising medical services in this area .

We have been concerned about the number of missed appointments (DNAs) and the waste of time and money this represents and have been working with the practice to try to reduce the numbers. That is why we have a text messaging reminder now and numbers are displayed at the surgeries. If people no longer need their appointment and they cancel, it can be offered to another patient. Numbers of DNAs have reduced but remain high.

The group is constantly trying to encourage new people to join the panel so that we can be more representative. We have tried a “virtual Group “ so people who may not have time to attend a meeting every two months can still offer opinions on things which we may be discussing but it had limited success. However we are endeavouring to set this up again so if you are interested in joining, either in person or via the computer please contact the surgery.

Colin Groom

Chairman - The Patient Representative Group(PRG)