Patient Participation Group

The Patient Participation Group (PPG) is a group of patients at a surgery who have an interest in the services provided. Patient Participation Groups cross barriers, embrace diversity and work in partnership with the surgery to improve common understanding and help identify new services to meet patients needs.

Our PPG was started over two years ago as part of a Cardiff and Vale Health Board drive to get patients more involved in their health care. The group is made up of volunteers and we want to represent you and improve your experience when attending the medical centre. To this end we undertook a patient survey last year. The three main outcomes from the survey were the need for water to be available to patients, a baby changing facility and a practice newsletter to inform patients of new services and achievements. The water coolers have been installed, the baby changing facility will be in place shortly and here is your first newsletter.

We intend to undertake another survey towards the end of the year so please complete it as it does make a difference.

Practice involvement in the PPG

Crwys Medical Centre is part of the Cardiff North Cluster of ten practices across the north Cardiff area. Two and a half years ago there was an initiative to increase patient involvement in primary care and the Cluster decided to try to set up Patient Participation Groups in all ten practices. Our group is now only one of two still functioning and the practice are very grateful to the PPG members for keeping the group active.

The group is made up mostly of patients but also has members from the practice. Dr Dafydd Rees and the Practice Manager Andy Smith are members of the group. The practice have benefitted from the involvement of the group in decision making and look forward to a long future of working together.

Mobile Phone Numbers & Emails

The practice has asked that patients update them with mobile telephone numbers and email addresses. Patients who have their mobile number recorded get text message reminders about their appointments as well as being able to cancel appointments by simply replying to the text message. If you haven’t already informed them of you number please speak to a member of staff who will record it on your records. Your email address is used as an alternative form of contact and is needed to access online services such as appointments, repeat prescriptions and access to your own medical records.
Common Ailments Service

How does it work?

If you visit a pharmacy and have a common ailment you can ask the pharmacist for advice. The pharmacist may also be able to supply you with the medicine you need free of charge.

You may need to show the pharmacist some form of identification before you can use the service but this will depend on whether you are known to the pharmacist.

The pharmacist will check your details against the NHS Wales Welsh Demographic Service to confirm that you are registered with a GP Practice in Wales.

You don’t have to make an appointment. You can go along at a time that suits you.

Your consultation will always be with a qualified pharmacist and will take place in a confidential area within the pharmacy. If your pharmacist agrees that you need a medicine or product to treat your symptoms they may give it to you free of charge.

If you do not wish to register with the service the pharmacist will provide you with advice but will not be able to supply any free medicine.

Who is the service for?

You can use the service if you live in Wales and are registered with a GP Practice.

You will still have to go to your GP if:

Your pharmacist suggests that you should, or

You need a medicine that you can only get on prescription from your GP.

Practice Based Pharmacist

If you would like to have a medication review or speak to someone about your medication, contact the practice and ask for an appointment with our pharmacist Gwen. She will spend as much time as you need going through your medications with you.

Help us Help you.

We are looking to recruit a small number of patients to help support the work of the practice by becoming a member of the Patient Participation Group. We are particularly keen to recruit patients aged between 18 and 50 years, but of course, continue to welcome all applications. We meet several times a year in a very informal setting to look at ways in which the patient feedback can be used to develop the work of the practice. Our meetings are normally around 1pm and generally last around an hour. Anyone wishing to become involved in the group can obtain more information from the practice website www.wales.nhs.uk/crwys