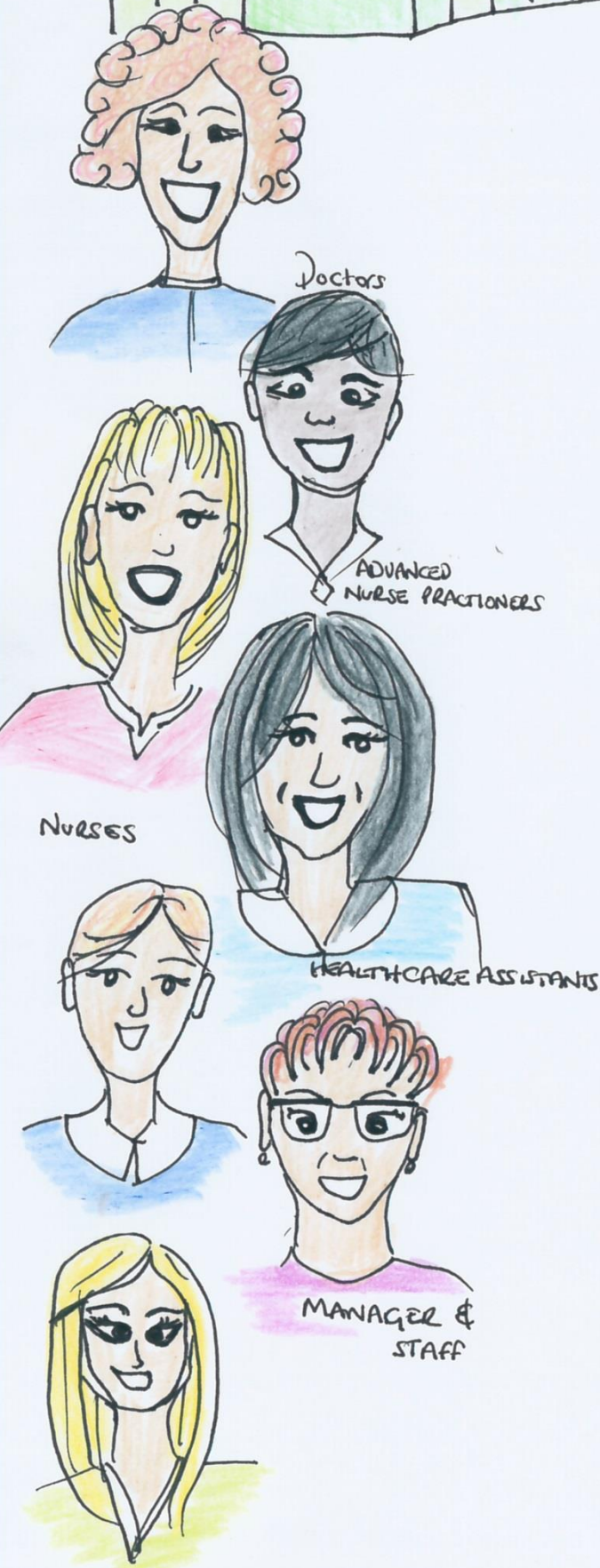


Firsway Health Centre Trafford CCG



Proactive, progressive, inquiring, creative, innovative, collaborative – how many more adjectives can we find to describe how our Patients Participation Group at Firsway, South Manchester is working to improve patient health and care

Mix together enlightened and aware Practice Managers and Clinicians with some enthusiastic patient volunteers working collaboratively and you get ideas for changes and improvements. So the bar is raised in the "excellent" direction. The independent Care Quality Commission believes we are "Outstanding" on measures like our work with families at risk and the templates we have developed to build added safety into our prescribing activities.

We are helped by 444++ current patient opinion responses and rising, giving us valuable insight. 82% of them like what we are doing and for those who don't, we are listening and ready to adapt and change.