

Patient Reference Group

1. Working with the PCT as an adviser the practice set a date for an inaugural meeting of a PRG. Posters inviting registered patients to attend the meeting were distributed to Community halls, libraries & shops and individual patients known to have an interest were approached. At the same time all newly registered patients were invited to join the group or alternatively join the "virtual group".

It was established from practice data that out of a population of approx 9500 registered patients the age groups were as follows: <65 =74% 65-74=12.5% >75=12.80%.

The virtual group attracted 145 registered patients whose ethnic breakdown is shown in the table below. The vast majority of our patients are "white british" with a very small percentage of ethnic minorities.

The PRG and virtual group combined represent 90% white british & 10% other ethnic groups which is believed to be fully representative.

White British Group	Irish	White & Black Carribean	White Black African	White Asian	Indian
130	2	0	0	1	0
Pakistani	Bangladeshi	Black Carribean	Black African	Chinese	Any Other
0	0	2	0	2	8

2. The PRG met in June July & November and were also kept in communication via mail & e mail. The group considered a large variety of survey questions related to and previously used in surveys of health care organisations and each group member submitted a list of questions to be asked as a priority. These were collated by the manager & agreed by the group prior to proceeding. Copies of minutes and correspondence are available if required. The agreed survey can be accessed on this website. The practice manager also fed back to the group on current complaints that he was dealing with that were relevant to services provided eg a young mother frustrated by the practices "lack of flexibility" regarding childhood vaccination clinics. (The survey can be accessed by the external link in this website)

3. The survey was made available to patients visiting the practice and was circulated via the PRG virtual group. The survey was accessed by using Survey monkey which also provides a basic analysis. **The results can be found [here](#)**

4/5 The survey results were circulated to the PRG prior to a meeting held 26/11/11.

Notes extracted from the minutes of the meeting held 26/11/11:-

that the purpose of the meeting was to review the results of the survey and that it was his intention to eventually publish a report on the survey and the work of the Patient Reference Group which would be put to the PCT and on the website.

There followed a wide-ranging discussion about the success of the survey in general and the conclusions were as follows:-

- The survey as it stands is satisfactory but there are concerns as to how representative and how accurate its results are.
- It was commented that it did not allow feedback on individual clinicians.
- The conclusions of the group were that there should be more surveys of a shorter simpler and more direct nature targeted firstly at specific groups or specific concerns i.e. short questionnaire to say a post-natal or mothers and toddlers group allowing feedback in general.
- A questionnaire at the counter targeted specifically at what information is required as some 23% of respondents were unhappy with the information provided in the reception area.
- The group recognized that there was a level of unhappiness with the quality of the magazines provided but thought that this was of very low importance. Simon felt that he could look to improve the mix of magazines.

The group wanted to point out that there were many positives coming out of the survey and these should be celebrated and we should target what we are also doing well. The group felt that there was a role for them to play in conducting an exit survey to get immediate feedback from patients having just used the service. In studying the responses specifically, action is needed in

- providing an on-line booking service.
- Advertising how to get a message to a doctor or the ability to speak to a doctor/nurse by phone.
- Future surveys have improved questions, more information eg. opening hours when asking the question if people are satisfied with the opening hours.
- We may need to target younger groups as we only had 15% of responders under the age of 34.

ACTION PLAN AGREED BY PATIENT REFERENCE GROUP

- **Identify specific patient groups**
- **Design mini surveys targeted at these groups with a view to seeking their views on the practice service specific to them. E.g. Postnatal Groups /Students**

- **Design a questionnaire for the reception area to better understand why 23% of survey respondents were not fully satisfied with the availability of information in the surgery.**
- **Manager to review On Line booking systems available to the practice to consider if these can be used to satisfy the preference of some 39% of survey responders. Practice manager to consider if current systems can be used in a cost effective manner which will benefit patients. Practice Manager to report findings to PRG**
- **Place prominent information on the Website & in reception area/Newsletter educating patients about getting messages to the doctors & ability to contact Doctors by phone**

NOTES

1.The practice provides up to date topical magazines through a commercial service and the make up of these magazines can be changed for different patient profiles. It is thought that this is preferable to patient supplied out of date magazines . Action on this has not been included in the action plan because it is not considered of high importance but further information may be sought in the reception questionnaire at action point 3.

Practice Opening Times are available on this web site and the details of extended opening hours are also available [here](#)

PATIENT REFERENCE GROUP UPDATE 2013-02-11

Following a meeting of the group on the 8/12/12 the Practice Manager reported to the group on progress made regarding the “mini surveys”. A survey regarding the patient experience in the waiting room was agreed and has been undertaken throughout December and January.

The results can be found here

https://www.surveymonkey.com/sr.aspx?sm=sfzrVvzLcbbZ1ouEJPivTERDBf14uQBfhlCMBkpyqA_3d

This seems to confirm that changes made to the availability of information have been successful. Some of the comments regarding improvements suggest that some patients may have trouble with hearing the intercom system and it is felt that the possibility of a visual call system should be explored.

The practice manager had also undertaken a telephone survey of wheelchair users regarding access and found that all responders where positive and did not need changes to be made to doors or the toilet facilities. However a system to allow users of the practice to request assistance in case of need is to be installed at the entrance doors before 31 March 2013.

The Patient reference group would like signage in the waiting area to draw attention to the hand sanitiser.

The practice manager has contacted the local high school to discuss the possibility of engaging with students to discuss their perception of the practice and we are awaiting a response with the hope that this can be taken forward in 2013..

It was reported that the practice is about to undertake a change of clinical computer system which will give the practice access to a online booking system and once the clinical system has been installed and is being used then use of the on line system can be explored during the second half of 2013.