

PATIENT REFERENCE GROUP REPORT 2012-13

a. A description of the profile of the members of the PRG

The members of the PRG are patients registered at the practice and they represent a cross section of the practice population. The majority of members are of English ethnic background, between the ages of 25 and 45.

b. The steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category.

The practice have taken steps to ensure that the PRG is as representative of the practice population as possible. We had contact forms available at reception for patients to complete, staff would speak to patients personally and we used the patient display board to recruit patients to the group. We also asked mothers coming to post natal clinic to take part in the survey to target 25-35 year old females. We encouraged underrepresented groups such as the housebound, patients with learning disabilities and patients suffering from mental health disorders to take part in the survey. Sadly the return was not what we would have liked.

c. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey.

As this project started in April 2011 we have already had a large group of patients who signed up to our Patient Reference Group and we included on our group email. At the beginning of the year we contacted them all to ask for suggestion as to questions we should ask in this year's patient survey. The two main themes that came up were:

1. Getting appointments
2. Telephone access

We also used themes from patient comments and suggestions.

d. The manner in which the contractor sought to obtain the views of its registered patients.

The survey was emailed to patients on the patient reference group email group. The PRG consists of 220 patients who we felt were most representative of our patient population in terms of demographics. The questionnaires were also sent by post to the underrepresented groups of patients.

e. Details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan.

The outcome of the survey was e-mailed to all patients in the patient reference group. They have been given an opportunity to comment on and discuss the findings of the survey and comment on our suggested action plan.

f. Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented

Below is a summary of our patient survey results:

95% of patient found the receptionists very helpful
60% found getting through on the phone not easy
45% did not find it easy to speak with doctor or nurse on the phone
47% can get seen on the same day
85% said that it is important to be able to book appointments ahead of time
60% said it is easy to book ahead
45% of patients book appointments in person and 55% by phone
35% would prefer to book appointments online
45% see a chosen/ preferred GP within 5 days or more & they are satisfied with that
45% see any doctor available on the same day or next day and 61% are satisfied with that
35% of patient waited 11-20 mins for their appointment & 60% were satisfied with that
84% see or speak to the GP they prefer and over 94% feel that they are given enough time, are listened to, explained tests ad treatments, involved in care, treated with care and concern.
100% of patients have confidence and trust in the nurse they saw or spoke to, they felt the nurse understood their health problems.

Changes proposed by the practice and agreed with the PRG:

One of the main areas, which came up last year and again this year is telephone access. We have been monitoring the situation over the last year and despite us adding 2 extra telephone ports and making sure all available staff answer the phone in the morning it still seems to be an issue. We are now intending to increase the manpower to meet the demand.

45% of patients said that they did not find it easy to speak with doctor or nurse on the phone. We have a duty doctor every day who calls patients back if they request a telephone consultation and messages get passed on to the nurse too to ring patients back. Some patients would like to speak to the doctor directly when they ring or request a call back at a specific time. Unfortunately that is not possible with the current demands on GPs time.

We are working closely with the local Clinical Commissioning Group to improve our appointments access.

g. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey

Please see separate detailed survey results.

h. details of the action which the contractor,

- i. and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey**

Please see above under 'Proposed changes by the practice'.

- ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2013, has taken on issues and priorities as set out in the Local Patient Participation Report**

Please as above under 'Proposed changes by the practice'.

- i. the opening hours of the practice premises and the method of obtaining access to services throughout the core hours**

The Surgery is open on Monday, Tuesday, Thursday and Friday 08.30 – 18.30, Wednesday 08.30 – 16.00.

Patients can ring up during the opening hours to book their appointments. We also offer the use of our online booking system.

- j. Where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.**

Monday, Tuesday & Thursday 18.30-19.45