

## **PATIENT REFERENCE GROUP REPORT 2013 -2014**

### **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.

### **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 70 patients who we felt were most representative of our patient population in terms of demographics.

### **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**

The summary of the results is below:

Overall 86% of patients rate their experience of the practice as good, very good or excellent. Thank you!

95% of patient found the receptionists very helpful  
56% found getting through on the phone not easy  
37% did not find it easy to speak with doctor or nurse on the phone  
66% can get seen on the same day  
95% said that it is important to be able to book appointments ahead of time  
49% said it is easy to book ahead  
26% of patients book appointments in person and 73% by phone  
54% would prefer to book appointments online  
66% see a chosen/ preferred GP within 5 days or more & they are satisfied with that  
37% see any doctor available on the same day or next day and 63% are satisfied with that  
33% of patient waited 11-20 mins for their appointment & 75% were satisfied with that  
69% see or speak to the GP they prefer and over 90% feel that they are given enough time, are listened to, explained tests and treatments, involved in care, treated with care and concern.  
95% 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 are in the process of upgrading our telephone system in the next 2 months. We have 2 additional full-time receptionists and have opened the reception downstairs as a result. We hope this will improve access to the surgery.

37% 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.

To help us improve access based on last year's feedback and to help us this year, we signed up to the Improved Access Locally Commissioned Service, working with the CCG and the foundation team to improve access.

We have implemented, Open up the appointments for at least 6 weeks ahead and reviewed our same day/ book ahead ration for appointments.

We have also recruited a new Full Time Nurse and are currently recruiting a 3<sup>rd</sup> Nurse to help with increase in demand for appointment.

**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 2014, 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 18.30-20:00 & Thursday 18:30-19:00