

Groby Road Medical Centre

Patient Reference Group (PRG) Report 2011/12

During September and early October 2011 the practice advertised on the screen in the waiting room for patients who would be interested in joining the practice PRG. We did not receive any responses to this advertisement. We then tried the more direct approach of the senior receptionist asking a random selection of patients who attended surgery during the first week in October. This resulted in 12 positive responses.

The practice demographics are that we have very few from ethnic minorities. Our population are predominantly white with slightly higher than average in the younger age group.

The demographics of our group was a good match with the demographics of the practice population with the exception being that we really needed a male and female in the 0 - 18 age group and a male 19 - 39. To address this shortfall the practice manager asked the GPs if they could think of any suitable patients and approach them. They were unable to find any suitable candidates.

The first meeting with the PRG took place on 30th November 2011. At the meeting the content of the patient survey was discussed and agreed. This was done by using the previous years GPAQ survey as a guide. The group identified that they would like feedback on: appointment availability; booking of appointments; and, waiting time in surgery for the start of a consultation.

The survey was handed out by all GPs over a four week period. The results were collated and sent out to the PRG members prior to the January meeting. At the meeting on 25th January the results were discussed and the following changes agreed:

- a) To trial on-line appointment bookings (in an effort to help relieve pressure on the phone system) (Time scale: February / March).
- b) To look at increasing the number of telephone appointments for all doctors (to be discussed at Partners Strategic Planning Meeting in March).
- c) To increase the proportion of book on day appointments (Time scale: April when the next batch of appointments is entered onto the computer system).
- d) To investigate waiting times in surgery for appointments to start. (To be discussed at Partners Strategic Planning Meeting in March).

The group congratulated the practice on the achievement of 99% overall patient satisfaction.

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The results of the patient survey were converted into bar graph format and uploaded onto the practice website – www.grobyroadmedicalcentre.com

The next meeting of the PRG is scheduled for 29th March when the practice will feed back from the partner's strategic meeting and further discussion will take place on increasing telephone appointment slots and waiting times in surgery.