

## **PATIENT REFERENCE GROUP (PRG) REPORT 2013/14**

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. The practice did not receive any responses to this advertisement. The practice 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 first meeting of the group was in November 2011. The group meets quarterly.

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.

When the group started up the demographics of our group were a good match with the demographics of the practice population, the exception being that we really needed a male and a female in the 0 - 18 age group and a male in the 19 – 39 age group. 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.

In 2013, in an effort to increase the number of members in the group the practice starting handing out an invitation letter to all patients registering with the practice and encourages patients to join the group through the practice website; practice leaflet and practice newsletters. As a result of these measures membership has now increased to 16 and the group is now representative of the practice population with the exception that the under 18 group is not represented.

At the PRG meeting in January 2013 the group discussed how to obtain the views of registered patients and what were the priority issues for patients. The group decided that for the 2013/14 patient survey the practice would break with tradition and try a different format.

Historically the practice has used a patient survey form which consisted of 15 questions. Experience had found that this was too many questions as a large number of questionnaires had been returned only partially completed.

Both Queens Medical Centre in Nottingham and Loughborough Hospital use an A5 sized card with 3 questions:-

- What went well today ?
- What could we do better ?
- Would you recommend us to friends and family ?

It was agreed that the practice would use this format however the group decided to only ask 2 questions:-

- Compliment ? Comment ? Concern ? Tell us about it good or bad, and;
- To score the practice between 0 & 10 on:- How likely patients were to recommend the practice to friends and family.

The expectation being that, by asking an open question, common themes would emerge.

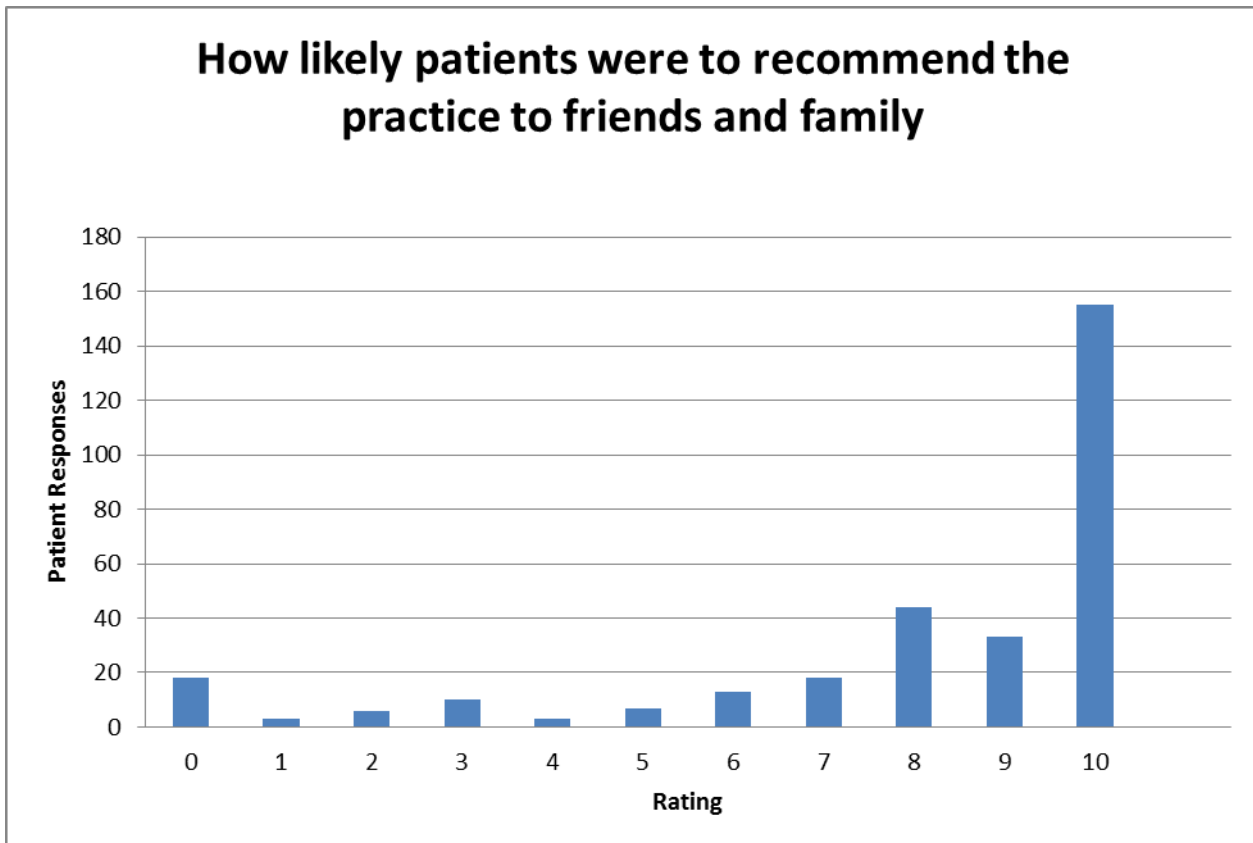
The results of the survey were:-

- Patients who were happy and did not raise any concerns 209
- Patients who preferred our previous conventional appointment system 60
- Patients who preferred the patient access appointment system 26

Additionally the following comments were received:-

- Concern about lack of privacy at the front desk 4 comments
- Request for weekend opening 3 comments
- Dissatisfaction with appointments running late 2 comments

Responses to the question on the recommendation to friends and family were:-



The results of the survey were discussed at the PRG Meeting on 12<sup>th</sup> December 2013 and the following actions agreed regarding the comments that had been received.

1. The group had previously discussed and agreed that a return to the conventional appointment system would be in the best interests of patients and staff and that change had been made in October 2013.
2. The group asked the practice to look at front desk privacy and this has been actioned by the practice.
3. It was agreed that there was still a very low demand for evening and weekend opening and therefore at the present time opening hours would not be extended.
4. The practice agreed to look at improving communicating with patients when clinical staff were running late. Reception staff now monitor clinical sessions and keep patients in the waiting room updated.
5. The consensus of opinion was that the patient survey had not achieved the input that had been hoped for. Therefore the practice will revamp the survey in 2014/15. The content will be discussed and agreed at the PRG meeting scheduled for June 2014.

Action points from the 2011/12 and 2012/13 patient surveys are listed below with details of progress made.

### **2011/12 Report**

1. Trial of On-line Appointment Bookings. This did not happen, initially because of pressure of work but then this suggestion became redundant as it was superseded by the practice switching to the Patient Access appointment booking system on 1<sup>st</sup> October 2012. Now that the practice has reverted to a conventional appointments system on-line booking of appointments has been made available to patients.
2. Increase in Telephone Appointments. This was put into effect with patients being given the option of having their appointment as either a face to face or as a telephone consultation.
3. Increase in the Proportion of Book on Day Appointments. The proportion of book on day appointments was increased on 1<sup>st</sup> April 2012.
4. Investigation of Waiting Times in Practice for Appointments to Start. This was investigated and it was established that there were 2 doctors who often ran late. When the problem was investigated further it was established that the majority of patients accepted this as a consequence of seeing the doctor of their choice.

### **2012/13 Report**

1. On-line Survey to be Accessed via Practice Website. This did not happen due to pressure of work but will be a priority job for the new assistant manager. The new assistant manager is now in post and will be making the 2014/15 survey form, when agreed with the PRG, available on-line.

2. Use of the New Comment/Survey Card. The card was produced and was displayed in the waiting room from late April 2013.
3. Updating of the Practice Website. To include sections on: How to choose better; and the self treatment of minor illness. This took place in December 2013.
4. Intensive Advertising of the Revamped Website. This took place in December 2013, advertising was through practice newsletters and a message on the telephone system.
5. To have a Children's Competition to Design a Picture for the New Comment/Survey Card. This has happened, the winners chosen and awarded their prizes and the card was displayed in the waiting room.

**Additional Information:**

Practice website address: [www.grobyroadmedicalcentre.com](http://www.grobyroadmedicalcentre.com)

Practice telephone number: 0116 253 6263

Practice Fax number: 0116 262 4180

Opening Hours:	Monday	07.45 – 18.30
	Tuesday	07.45 – 18.30
	Wednesday	07.45 – 18.30
	Thursday	07.45 – 18.30
	Friday	07.45 – 18.30

Patients book appointments either by: attending the surgery and booking at the front desk; telephoning the surgery; or by booking online via the practice website.