

PATIENT REFERENCE GROUP (PRG) REPORT 2012/13

The Patient Reference Group met on Thursday 27th September 2012 and discussed the format of the patient survey for 2012. It was decided that the survey form should be produced in the same format as the previous years as the questions still covered current concerns. Minor changes were made to the phrasing of the questions to take account of the recent changes to the practices' appointment system.

Concern was expressed that survey forms would only be completed by patients who had face to face consultations and so it was decided that the survey forms would be available on the front desk and reception staff would ask all visiting patients to complete a survey. Additionally doctors asking patients to come to the practice to collect prescriptions, sick notes or other forms would ask them to collect and complete a survey.

Once the minor changes had been made to the form, copies were sent out to the group members. The group members were happy with the changes and the survey forms were given to patients visiting the surgery during November and early December.

The results of the survey were collated and forwarded to the group for their perusal prior to the next meeting on Thursday 10th January 2013.

At the meeting on 10th January 2013 the patient survey was discussed and the following actions agreed:-

- i) The use of an online survey via the practice website. (This would tie in with a message on the phone system encouraging patients to access the practice website for medical information and news on current illnesses and how to deal with them).
- ii) The use of an abbreviated patient survey asking patients just 3 questions:-
 - What went well today?
 - What could we do better?
 - Would you recommend us to friends and family?

The survey forms would be available in reception all year round. With large numbers being completed it is expected common themes will emerge which the practice could then investigate and address. It was felt that by asking open questions patients would give their views on issues that mattered to them.

The survey form will be on A5 card and will have a coloured picture on the front and that picture would be chosen as a result of a children's competition.

The practice is urgently addressing the updating of its website to incorporate up to date information for patients on how to choose better and self treat where possible. The Practice Manager will be investigating the link to a survey monkey questionnaire at the same time.

Groby Road Medical Centre

The competition for the design of the front of the new survey form will be conducted in February / March and the winner chosen after Easter.

It is planned to have the revamped website, on line survey and survey forms in use by 1st May 2013. The practice will also be heavily advertising its new website within the practice as soon as it is up and running in order to get as many patients as possible using it as soon as possible.

2012 survey questionnaire attached.

Practice website address: www.grobyroadmedicalcentre.com