

Following on from subsequent meeting with PRG this report summaries the actions agreed:

As per the guidance, the practice advertised for patients to take part as a representative on the PR Group. We advertised with in the surgery using posters, notices on prescriptions, on the practice website, via text messaging, practice leaflet and also within our newsletter.

We had a list of 21 patients who have agreed to take part. However, we have found that we only have a cohort of 7 patients that attend on a regular basis and we are now doing another recruitment drive to encourage other patients to take part. The categories of these patients are as follows:

Age Group -

18-30 = 0

30-40 = 3

40-50 = 6

50-60 = 5

60-70 = 2

70+ = 5

Ethnicity

White British 13, Black African 1, Black British 1, Unknown 5, other 1.

Chronic Disease

All patients with the exception of 5 have a chronic disease ranging from Cancer, Obesity, Hypertension, AF, Epilepsy, Hyperthyroidism, Asthma, CKD and 1 patient is a carer for learning disability patient.

The practice were concerned they were not getting any interest from the younger generation. We had an idea of using text messaging to try and influence them more. Unfortunately this did not come to fruition. To try and capture from other backgrounds, we asked patient at the reception desk if they were interested along with a notice advertising the group where patients queued and on the reception desk.

A meeting was arranged and all the members who shown interested in taking part. The main agenda was to design a patient questionnaire for the patients to complete.

The group felt that the questionnaire should be short and to the point and they wanted it to focus around appointments because they felt this was a problem for the surgery, and communication. They felt that the questions should be a minimum of three choices with the hope all patients would answer.

It was agreed to target all patients who came into the surgery for either and appointment, prescription, blood test or baby clinic.

The PRG met at the practice to discuss the outcomes of the report and to discuss what actions were needed.

Everyone was surprised by the outcome of the questionnaire. It was apparent that a lot of patients now used the telephone to book appointments. There is a majority of patients who use the telephone consultation and all of the representatives present agreed that this was good.

The results for obtaining an appointment after contacting the surgery were:

On the same day	63%
Next working day	6%
Few days later	14%
Week +	15%

51% of patients who filled in the questionnaire had long standing conditions

As previously stated the group wanted to focus on appointments. The following highlights the results

- How do you book an appointment? Use telephone consultation 69%, By Phone 73%, appointment within 2 days 13%, pre-bookable 23%.
- How easy is it to speak to someone on the phone? Very 44%, Fairly 39%, Not very 15%, Not easy at all 2%
- Do you have a long standing health problem? Yes 51%, No 37%, Don't know 12%
- In the reception area can other patients overhear? Yes, but don't mind 67%, Yes, not happy 12%, No 5%, don't know 16%
- How helpful is the reception staff? Very 57%, Fairly 39%, Not very 2%, don't know 2%
- Do you have confidence and trust in the GP? Yes definitely 73%, Yes to some extent 23%, No 4%, don't know 0.7%
- How satisfied are you with the opening hours? Very 61%, Fairly 29%, Neither 8%, Dissatisfied 1%, don't know when surgery is open .7%
- Overall experience of GP surgery? Very good 61%, Good 30% Neither good nor poor 12%
- Would you recommend your surgery? Definitely 58%, probably 30%, not sure 10%, No 4%
- Do you know how to contact out of hours GP? Yes 73%, No 27%
- Where would you go if ill when GP closed? Ring OOH 40%, Walk in 40%, A&E 13%, Pharmacy 9%, wait till surgery open 20%

The practice will be looking at the following:

- Increasing the distribution of the newsletter using the PRG
- Looking at waiting times for nurse appointments
- Looking to see if we can increase consultations
- Review with a view of changing the questions in patient questionnaire

These actions will not affect the contract of the practice with the PCT and so no action will be required.

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The practice feels that they have worked hard to engage patients to join the PRG and both meetings have been very productive. The patients are enthusiastic and now have a different understanding of what happens within a doctors surgery.

They are willing to help and come up with ideas to improve the service. This year the group has been very productive in coming up with ideas for change and we feel this has reflected in the results of the questionnaire. We are going to let things settle for a while and will review over the coming year if any further changes are needed.

1. Opening times:

Monday	07:00-18:00
Tuesday	07:00-18:00
Wednesday	07:00-18:00

Thursday	07:30-12:00
Friday	08:30-18:00

The surgery closes the doors between 12:00-13:00, but we still answer the appointment lines and book appointments, take prescription orders, give blood test results and deal with emergencies. The doctor on call is still on the premises.

3 Access to services throughout the core hours

Patients can either telephone for an appointment (pre book upto 3 weeks for all clinicians) or call into the surgery.

We provide telephone consultation with a GP on the day and they have a number of appointments available for all doctors, morning afternoon and evening. A number of appointments are opened up at 08:30 for the receptionist to book whilst answering the appointment line. We have 4 people dealing with the appointment line between 08:30 – 10:00 to ensure patients are not held on the line for long.

1. Extended Opening Hours

Monday	07:00-08:00
Tuesday	07:00-08:00
Wednesday	07:00-08:00
Thursday	07:30-08:30

Total of 3 hours per week.