

Patient Participation Report April 2013-March 2014

The practice has had a working Patient Involvement Group for a number of years and has strived over previous years to increase membership and gain a cross section of the practice population. Steps we have taken to encourage patients to join our group have involved the following:

- Open Evening with posters and information about the group and what we have achieved so far with the help of the members
- Dedicated prominent display with information about the group and how to join.
- Leaflets which we hand out at reception and send out with letters that go out to patients (see enclosed.)
- Newly registered patients are approached at the point of registration
- Newsletters always promote our group
- We approach members personally who we feel would give a true representation of our practice population

Our current group consists of 13 members 6 male and 9 females. Out of these, 4 members are retired; 2 members are disabled; 1 mum/housewife; 8 in employment. The age range is 28 to 80 years of age. We have no ethnic representation, however we have very little in our patient population and we have tried to encourage them to join.

The group is joined by one of the Partners, The Senior Practice Nurse and two Managers.

We are currently trying to engage patients by setting up a virtual patient reference group to compliment the current group. This will allow patients who are unable to attend to become involved and we hope that we will be able to reach a wider cross section of patients this way.

The groups meets once a quarter and is chaired by one of the patient member so enable the patients to take ownership. It is anticipated with the virtual group that more regular involvement will result.

Agendas are set and minutes are taken and circulated

Priorities of the Group

The group is responsible for setting priorities in the practice. This is generally done by looking at the results of our patient surveys; practice issues or any issues raised by the group members. So far the group has been responsible for resolving issues around access, the new telephone system, the patient questionnaires and various other issues. More recently the group was responsible for the new electric front doors and the recently refurbishment of the surgery.

Tuesday 9 July (minutes available) the Patient Reference Group met and discussed the priorities of the group for the current year. After some discussion it was agreed to focus on:

- Access
- Repeat Prescribing

The Group felt that access in general was good but access obtaining repeat medication could perhaps be reviewed by offering telephone access to ordering repeat medication. This would have implications on staffing and it was felt the way forward would be to find out how patients order currently and how they would like to order their repeat medication.

Collate patient views through the use of a survey

It was agreed to run the survey during the months of September to December to try and reach a good cross section of the population, and to do this survey along with the flu campaign which would catch frequent users of the service. It was also agreed to put a copy of the survey in with the call and recall

Trinity Medical Centre A88008

letters to patients and this would therefore catch patients due for smears; Immunisation; Health Checks etc The group agreed that this would cover a wide section of the practice population.

Discussing survey findings

The patient reference group met on 14 January (minutes available) and the results of the survey were discussed

The survey was carried out during September – December 2013 and 50 patients returned a survey form. The majority of patients tend to hand in their repeat by person with 34% of these preferring to order by telephone. Overall only 24% would prefer to order by telephone. However 76% were happy with how they were currently ordering their repeat medication.

The group felt that the majority of patients were happy with the way they current order their repeat medication and for the small 24% felt it would be unrealistic to change due to the cost it would incur for a small number of patients.

Action Plans

Following on from our discussion an action plan was agreed with the PRG and this was that the there be no change to the way patients order repeat medication.

The group agreed no change is needed and no further action as regards the PCT needed to be taken.

Surgery Times For a GP

Monday	07:30 – 11:30	2:30 – 17:00
Tuesday	08:15 – 11:30	2:30 – 17:00
Wednesday	08:30 – 11:30	2:30 – 17:00
Thursdays	07:30 – 11:30	2:30 – 17:00
Friday	08:30-11:30	2:30 – 17:00

Clinics times for Nurse

Monday	07:30 – 11:30	2:30 – 17:00
Tuesday	08:15 – 11:30	2:30 – 17:00
Wednesday	08:30 – 11:30	2:30 – 17:00
Thursdays	07:30 – 11:30	2:30 – 17:00
Friday	08:30-11:30	2:30 – 17:00

Extended hours operate on a Monday and Thursday from 7:30 for both Nurses and GPs