

Patient Reference Group

Date of Meeting: 12 March 2015

A description of the profile of the PRG members

We have tried to capture a variety of patient to enroll on the PRG, We currently have 13 active members involved and the profiles are outlined below. To recruit these patients we advertised the group on our website and surgery waiting room advising patients on how to join. We have had no new recruitments this year and lost 2 members due to re-location.

Sex	Age	Ethnicity
Female	69	Indian (Sri Lanka)
Female	55	White British
Male	30	White British
Male	18	White Irish
Female	29	Pakistani
Female	86	White Irish
Male	32	White British
Female	22	White British
Male	26	White British
Male	41	Chinese
Female	19	Italian
Female	67	White British
Male	33	Pakistani

Summary

The PRG meeting was held on 12 March 15 at Station Surgery. Attending was 4 PRG members, 6 apologies from the PRG members, also in attendance GP, Practice Manager and Receptionist. The group differs from the practice profiles as we have attempted to include an equal variety of patients and avoid the group being led by a majority white British population.

Prior to the meeting taking place all members were sent an agenda with a comments section to be completed prior to the meeting, this allowed each member in attendance to discuss what they felt are priority areas, we only received 1 area for discussion, Members were happy to see that the Baby Clinic room had been renovated.

We have had no formal written complaints this year which can be dealt with and discussed locally. We make available to all patients a suggestion box in reception. Patients are also able to provide feedback through the practice website.

Feedback.

Patient Comments

>> Excellent service, Dr Ahad and Nurse Joanne Owens were excellent. <<

>> Fantastic service! <<

>> I am happy with my surgery. they provide me with very good care. the receptionist are always very friendly and helpful. the surgery is clean and tidy and i would not wish for a better doctors <<

>> Excellent <<

>> I have been with station surgery since it first opened and have always been well looked after. The staff are always very helpful and I could not thank them enough. <<

>> I have no further comments to make, doctors, nurse and receptionist are outstanding in my opinion <<

>> sometimes had to wait to long in the waiting room why make appointments and arrive on time only to be kept waiting for some times over an hour <<

>> they should at least know the system of private prescriptions and not have the patient tell them how it works <<

Patient Comments

>> Dr Ahad - excellent <<

>> Dr Ahad - good service recieved on every visit <<

>> Dr Ahad and Nurse Joanne Owen. They were both very friendly, informative with my treatment, kind, they put me at ease and I felt relaxed. <<

>> Dr Ko I felt at ease with him. He listened and I could explain without feeling nervous. I hope he will stay at Station Surgery. <<

>> dr shay charged me for a private prescription where as other doctor did nt .a doctor on a 6 figure wage pocketing £15 from a 70 yr=ear opd pensioner pretty disgusting i think !! then it was nt correct so had to make a journey back to the surgery and another appointment (I didnt charge for the petrol either) It comes to something when the doctor dosnr know the system when giving out private prescriptions only hoe to pocket the money I am seriously considering changing my doctor after the fiasco of to day <<

>> I have seen Dr Ahad & Dr Ko recently, both very good. I find the doctors very reliable and willing to get health problems dealt with swiftly, if they cant prescribe or need further investigation. Mrs Owen I have seen a couple of time recently for shingles and flu vaccine, very good. <<

>> I have seen Dr Ko who is a very nice young doctor who i would see again. I have also seen nurse Joanne who i can see if i have any problems with my diebetes <<

Discussion –

The above comments have been discussed at the Patient Reference Group and at our annual Practice Meeting for review of complaints and suggestions.

We are pleased that we continue to receive positive comments from our patients. As a team at Station Surgery we strive to provide the best service and care to all our patients.

Items for discussion during the PRG meeting:

Help Direct Service
Saturday morning surgery
Availability and booking of appointments.

Actions Plan 2015/16

We will continue to provide a high standard of care to all our patients. In turn we hope to carry on receiving positive feedback from patients`.

We have been asked by PRG members and help direct service to promote this service more. We have a stand in the porch clearly visible for patient and we will ask Help Direct for more leaflets and literature.

It was felt that the increased access had not been clearly promoted to patient. The information has been advertised to patient on the website and the LED screen in the waiting room. I was agreed that we will generate some posters advertising the hours and also put a note on the right hand side of the prescriptions.

We had a lengthy discussion about the way appointments are booked at the practice and the availability. Currently we reserve AM and PM appointment for book on the day only and allocated 10% of all daily appointment for pre-bookable appointments. Some patients felt this system was working. Our reception team have identified that some patient are unable to phone on the day due to lack of telephone or getting children ready for school. It was stressed that these people are still able to pre-book and appointment. We continue to provide open access for children under 5, terminally ill and elderly patient and cannot be seen by our Community Nurse Practitioner. We decided that the system was working well for the majority of patients and there is no to change our procedures in booking appointment. We did identify the need to another part time GP and we are trying to recruit and will touch on this again at the next meeting.

Opening Times

Day	Hours (core)	Extended
Monday	8.00 – 18.30	18.30 – 19.00
Tuesday	8.00 – 18.30	18.30 - 19.00
Wednesday	8.00 – 18.30	18.30 - 19.00
Thursday	8.00 – 13.00	
Friday	8.00 – 18.30	
Saturday	9-12	Closed
Sunday	Closed	Closed

Duration time to complete tasks – 12 Months

Next Patient Reference Group meeting: 27 August 2015

