

## Patient Reference Group

Date of Meeting: 22 February 2013

### 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 15 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. There has been no new recruitment throughout 2012/13

| Sex    | Age | Ethnicity          |
|--------|-----|--------------------|
| Female | 69  | Indian (Sri Lanka) |
| Female | 55  | White British      |
| Male   | 30  | White British      |
| Male   | 55  | Kosovan            |
| Male   | 18  | White irish        |
| Female | 29  | Pakistani          |
| Female | 86  | White Irish        |
| Male   | 32  | White British      |
| Male   | 58  | 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 22 February 2013 at Station Surgery. Attending was 7 PRG members, 8 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 members in attendance to discuss what they felt are priority areas, 2 priorities areas were taken from this meeting (1) appointments (urgent access) (2) facilities

We have had no formal written complains 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.**

In general the feedback has been positive with comments like:

“Higher/wider chairs in waiting room”

“Good service, would like to know the Doctor I will see e.g male or female”

“Please keep Dr Ko at the surgery he is excellent”

“Surgery is run very well” “Doctor and staff such a great help” “Surgery is very Clean”

## **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:

**Appointments:** Although waiting time is no longer an issue at the practice it is felt by our PRG members to provide a more urgent natured appointment system is required to help meet the demand of the ever changing health service (NHS). We discussed book on the day appointments.

It was decided that from 1/5/13 we would provide patient with a 6 week trial period for GP book on the day appointments. Once the trial period is over we will audit the outcome and as a practice decide whether this will become a permanent policy.

We will also promote the Practice minor ailment/injury drop in availability (M,T,W,F 2-4pm).

**Facilities:** As a comment above mentions the waiting rooms chairs, the practice manager will price up variations of seating width/height etc and report back to the group. Dr Ahad will also allocate funding for the seating to be purchased.

Baby changing facilities, for many years' children have been using the baby clinic room for changing nappy's etc. It was put to vote at the meeting whether they feel a separate changing station could be installed in the disabled toilet. Members voted in favor of this.

### **Action Plan 2011/12 (tasks completed)**

“However we are concerned that year after year patients’ negative comments seem to revert to the waiting times to see Dr Ahad. We have altered clinic times to accommodate Dr Ahad spending more than 10 minutes per appointment with each patient”.

Altering the appointment for Dr Ahad has proved to be successful. We have had no comments this year from patient or on the patient survey to suggest there is still a problem with waiting times.

It is unfortunate that we have been unable to install the patient check-in system for 2012/13. We are still waiting for funding to become available and this is now priority for action.

### **Actions Plan 2013**

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`.

A discussion has taken place in relation to further equipment being made available to patient in the waiting room. We will hopefully be able to install the patient self check-in system in the new financial year when funds become available. During the discussion the team agreed that this would save receptionist time and would allow them to continue other duties without interruption. **(Priority)**

As a comment above mentions the waiting rooms chairs, the practice manager will price up variations of seating width/height etc and report back to the group. Dr Ahad will also allocate funding for the seating to be purchased.

Baby Changing system will be installed in the disabled toilet for easy access for parents to change nappy`s etc. Practice Manager will arrange for the purchase and fitting of the system.

### **Opening Times**

| <b>Day</b>       | <b>Hours (core)</b> | <b>Extended</b>      |
|------------------|---------------------|----------------------|
| <b>Monday</b>    | <b>8.00 – 18.30</b> | <b>18.30 – 19.00</b> |
| <b>Tuesday</b>   | <b>8.00 – 18.30</b> | <b>18.30 - 19.00</b> |
| <b>Wednesday</b> | <b>8.00 – 18.30</b> | <b>18.30 - 19.00</b> |
| <b>Thursday</b>  | <b>8.00 – 13.00</b> |                      |
| <b>Friday</b>    | <b>8.00 – 18.30</b> |                      |
| <b>Saturday</b>  | <b>Closed</b>       | <b>Closed</b>        |
| <b>Sunday</b>    | <b>Closed</b>       | <b>Closed</b>        |

**Duration time to complete tasks – 12 Months**

**Next Patient Reference Group meeting: 30 August 2013**

