

PATIENT REFERENCE GROUP REPORT

This report summarises development and outcomes of Moreton Cross Group Practice patient reference group (PRG) in 2011/12.

It contains:

1. Profile of practice population and PRG
2. Process used to recruit to our PRG
3. Priorities for the survey and how they were agreed
4. Method and results of patient survey
5. Resulting action plan and how it was agreed
6. Progress made with the action plan
7. Confirmation of our opening times.

1 Profile of practice population and PRG

Practice population summary

Practice Population

	F	M
0-20	12%	13%
21-40	12%	12%
41-60	14%	13%
61-75	9%	7%
76-101	5%	3%

PRG profile

PPG

	F	M
0-20	0%	0%
21-40	8%	23%
41-60	39%	23%
61-75	15%	0%
76-101	8%	8%

Patients for whom we have ethnicity recorded

White British	97.99%	3510
Black African	0.28%	10
Black caribbean	0.14%	5
Black other	0.14%	5
Chinese	0.89%	32
Indian	0.50%	18
Pakistani	0.03%	1
Bangladeshi	0.03%	1

Our PRG Ethnicity is currently 100% White British

2 Process used to recruit to our PRG

To recruit to our PRG we:

- Put up posters in practice
- Sent Text Messages to patients
- Offered leaflets to all patients attending practice
- Put information on the practice website
- Sent out newsletters
- Targeted groups that were not represented by putting posters up in areas that attracted groups of people we wanted to engage
- Sent differently worded text messages to appeal to different groups of people, testing these out on people in the groups we were looking to target

3 Priorities for the survey and how they were agreed

Priorities for the survey were agreed at the patient group meeting on 23.08.2011.

Areas of priority were considered to be the consultation, contacting the practice to make an appointment, waiting times, individual feedback to clinicians and giving the patients a 'comments' section at the end of the survey to add any additional issues they wished to raise.

The patient group was given a copy of the IPQ survey used previously. The patients decided that the previous survey used was comprehensive and would be a good survey to use this year. It covered all of the priority areas that the group had identified. It was also considered to be useful to be able to compare trends year on year.

4 Method and results of patient survey

Once the group had established the priorities the group decided to use the IPQ questionnaire. We carried out the survey using: CFEP paper surveys handed out to patients who attended surgery for an appointment in January and February 2012.

We carried out the survey between January and February 2012

The Survey results are published as a separate link on our website

5 Resulting action plan and how it was agreed

The action plan was developed in conjunction with the PPG in a meeting on 17.03.2012
To get comments from the PRG on the draft action plan we:

- Met with them on 17.03.2012

We agreed the action plan with the group on 17.03.2012

Priority for Action	Proposed Changes	Who needs to be involved	What is an achievable time frame?
Telephone Access	Increase the accessibility of the telephone to appointments by making receptionists available to answer calls at key times.	Practice Manager, Office Manager, Reception Team, PPG members	July 2012
Waiting Times	Look at strategies to make waiting times shorter for patients. In the first instance audit waiting times and discuss with doctors.	Doctors, Practice Manager, Office Manager	August 2012
Waiting Room	Improve the environment in the waiting room by decorating and	Doctors, Practice Manager, Office Manager, PPG	June 2012

	replacing flooring, looking after plants.	members	
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The main actions were:

Telephone: To increase the accessibility of contacting the surgery

Waiting Times: Look at strategies to make waiting times shorter

Waiting Room: To improve the ambience in the waiting room

There were no areas where we could not achieve what the PRG wanted.

6 Progress made with the action plan

A summary of the progress as of 31 March 2012 is:

You said...	We did...	The result is...
Improve the environment in the Waiting Room	Renewed the flooring and revived the plants	More pleasant surroundings for patients
Increase the accessibility of the telephone	Increased the number of staff answering calls at key times	Increased access to the practice via the telephone
Look at strategies to make waiting times shorter for patients	Audit waiting times for doctors on a three monthly basis	The doctors and manager discuss the results of these audits at meetings and trial different ways of keeping sessions running to time.

7 Confirmation of our opening times

As a result of the survey we have not needed to change out opening times. They are:

You can call the surgery 8.30 am to 6.30pm

The surgery reception is open 8.30am to 6.30pm

Surgery times are 8.30am to 6.00pm

Extended Opening Hours

We are open some evenings and weekends and you can access doctor and nurse appointments then. The hours are the second Saturday of the month 8.30am to 12.00pm and a Tuesday evening each other week during the month 6.30pm to 8.15pm.

Outside of these times please call 0151 678 8496