

Saxonbury House Surgery
Patient Reference Group Report 2013/14

Stage one – validate that the patient group is representative

Practice population profile																														
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Differences between the practice population and members of the PRG																														
Describe variations between the group and what efforts the practice has made to reach any groups not represented																														
<p style="text-align: center;">Despite having a successful League of Friends, membership of the PRG has not been as rapid as we had hoped, some patients report being put off by much of the jargon and rapid changes of the health economy. We will be introducing a virtual PRG to try to wide membership.</p>																														
How did the practice ensure that every effort was made to get a representative number of patients on the group?																														
Posters in the waiting room, web site sign up.																														

Stage two – validate the survey and action plan through the local patient participation report

Survey
<p>Describe how the priorities were set</p> <p>In order to gain feedback from a wide range of areas of the patient experience, we used the standard Patient Survey from CFEP UK Surveys Ltd. This also allowed comparison with previous results and benchmark data.</p>
<p>How were the views of registered patients sought?</p> <p>Anonymous forms handed out to patients attending the surgery</p>
<p>How were the questions were drawn up?</p> <p>Standard questionnaire as used by other practices and approved as part of the QOF PE domain and the DES</p>
<p>How was the survey conducted?</p> <p>The survey start date was agreed and questionnaires were handed out to every patient attending for an appointment, which when completed were collated and sent to CFEP for analysis.</p>
<p>What were the survey results?</p> <p>Our overall score of 86 is significantly above the national average of 73%.</p> <p>There were individual scores in 28 categories and in 14 of the categories the score was in the top 25% of all practices. In 1 category we were scored in the lowest 25%.</p> <p>It is clear that patients rate our clinical care very highly, although the journey to receive this care needs some improvement as we were below average in telephone access and practitioner of choice, although both these areas showed an improvement compared to the last survey. However, we are not complacent. We were pleased to score above average in waiting room comfort</p>
Action plan – see below
<p>How did you did you agree the action plan with the PRG?</p> <p>The full report circulated to all group members along with an action plan.</p>

What are the main findings/ proposals that can be implemented?

We need to improve access to appointments, and widen the pathways for this including increased telephone access and putting more appointments online.

In the long term, we will be conducting a full audit of our appointments system via a practice away afternoon to improve overall patient flows.

What are the findings/ recommendations that will not be implemented?
Please include reasons?

None

What are the actions that the practice intends to take / has taken in respect of the findings?

See action plan

Are there any contractual considerations to the agreed actions?

None we are aware of.

Local patient participation report

Please describe how the report was advertised and circulated

Full report to all PPG members
Posters in the waiting room and on the web site
Copies to all GPs, Nurses and Staff

Opening times

Confirm opening times of the practice premises and method of obtaining access during core hours (Mon to Fri 8am to 6.30pm). This should include arrangements under extended hours where applicable.

The surgery is open Monday to Friday 08.00 18.30 (except Wednesday 13.00 to 14.00)

The surgery can be reached by telephone Monday to Friday 08.00 to 18.00

The surgery provides extended hours, with pre-bookable appointments available on Saturdays 8.00-13.00

Action Plan

Priority For Action	Proposed Way Forward	Who Needs to be Involved	Time Scale
Access	<p>Review incoming call demand the ratio of staff.</p> <p>Increase online access to appointments</p> <p>Introduce an extra four telephone lines using an automated booking system</p> <p>Investigate text and email reminders</p>	Partners and Practice Manager	<p>Initial review 3m</p> <p>Will depend on audit of appointments</p> <p>Within 6m</p> <p>Update: Lines have now been ordered and automated systems are being evaluated</p> <p>This will be introduced as soon as our clinical system allows</p>
Choice of Practitioner	<p>We need to communicate the days and sessions each doctor works to all patients</p> <p>Review use of the Duty Doctor</p> <p>Review Nurse Triage system</p>	Partners and Practice Manager	<p>Within 6m</p> <p>Within 12m</p> <p>Within 12m</p>