

Block Lane Surgery Patient Reference Group & Report on Survey 2012/13

We currently have 50 members signed up to become members of the Patient Reference Group (PRG) which includes the Virtual Patients Group. There are 23 females and 27 males. The age range and ethnicity is as follows:

Under 16 years	0	White British	44
17-24 years	0	White Irish	1
25-34 years	1	Asian	2
35-44 years	3	White Asian	2
45-54 years	5	Other	1
55-64 years	17		
65-74 years	21		
75-84 years	2		
Over 84 years	0		

Steps taken to ensure the patient group is representative of its registered patients

The Practice has attempted to have a working PRG in previous years but it had been noted that many patients do not have the time to attend meetings on a regular basis. Therefore we decided to set up a "virtual" PRG which would allow more patients to be involved in making improvements at the Practice. To try and ensure it is representative of the registered patients the following actions were taken:

- The PRG is advertised on the Practice website and in the patient waiting area
- Clinicians encourage patients, especially those who may be seen as vulnerable e.g. learning difficulties, drug & alcohol misuse, elderly etc. to join
- Staff hand out forms in the waiting area or when patients come to the reception counter to invite them to join

Steps taken to reach agreement on the issues included in the patient survey

All members of the PRG were invited to a meeting in March 2013. At the meeting members were invited to contribute to what was included in the survey. Those that did not attend were invited by email to contribute. The result was to issue the same survey as last year so that a comparison could be made. The survey began to be distributed in March.

How did the Practice seek the views of the Patients?

- Patient surveys were put in the main waiting area for patients to complete
- Members of staff handed out surveys either in consultations or at the reception desk
- All members of the PRG were emailed links to a web based survey
- 183 Patient Survey forms were distributed we received 58 completed forms, giving a response rate of 31.69% (last year 36.5%)
- Nurses took them on home visits to housebound patients

Opportunity given for the PRG to discuss the results of the survey

The PRG members were notified of the results of the survey by email and invited to feedback on the interim report agree an action plan.

Evidence used as a basis for action plans

Prior to the meeting the Practice partners and Practice Manager met to discuss the results of the survey and from this suggestions were made for improvements to put forward in the interim report for discussion and agreement with the PRG.

Interim Action Plan for 2014

Action Plan following results of Patient March 2014

Topic	Action/Proposal	Comment on Progress
Improve contact with Practice by phone/online	<ul style="list-style-type: none">Practice to explore what the current phone system is capable of to see if it may help the situationPractice to communicate protocol on receiving, assessing and delivering test results to patients. Method of communication to be agreed with PRGEnquire of PRG members to try and Identify why the preference for online booking has fallen	
Availability of Appointments	<ul style="list-style-type: none">With the help of the active PRG members seek to identify what is driving this decline	
Cleanliness	<ul style="list-style-type: none">Practice to discuss with cleaners initially and also to make further enquiries of the PRG to try and ascertain if there are specific areas of concern	
Privacy at Reception	<ul style="list-style-type: none">Practice to speak to the owners of the building to see if there is any possibility of redesigning the reception area and report findings to PRG	
Staff Attitudes	<ul style="list-style-type: none">Steve to discuss with the Doctors on what they may consider appropriate and report back to the PRG	
Clinical Approach	<ul style="list-style-type: none">Steve to discuss with Doctors to try and identify why this shift has been reflected in the responses and report findings to PRG for discussionPractice to ensure that the "Doesn't apply" option is removed from any future surveysQuestions to be reviewed for future surveysConsider repeating this element of the survey for Nurses in 6 months' time. Discuss with Doctors and Nurses and report back to the PRG	
Survey	<ul style="list-style-type: none">PRG to review wording of questions which may misrepresent the views. Can be used to prepare priorities for future (at least annual) survey	

Practice opening hours:-

Monday – Friday 8.00am – 6.30pm

Accessing our services

GP appointments are available from:

6:50am Monday

9:00am Tuesday– Friday

Doctors Akram and Datta have appointments available from 6:50am on alternate Mondays. Please note when a bank holiday falls on a Monday the session is moved to a Tuesday or Wednesday for that week.

Appointments can be made:-

- At reception from 8am onwards
- By telephone from 8am – 6:30pm
- Online via EMIS Access

Telephone consultations are also available with GP's and nurses