

Beechwood Surgery Patient Reference Group Annual Report 2011-12

Group Profile

The practice has had a Patient Group running since 2008. The Patient Reference Group is a small, but committed, group of patients who have worked with the practice to give the patients' perspective and constructive feedback and input.

The PRG has the following profile of age range and gender:

Age range	0-18	19-39	40-65	65+
Male			3	4
Female			3	1

The practice has the following profile and gender :

Male	24%	29%	36%	11%
Female	23%	30%	34%	13%

Since the numbers of members are small, the individuals did not want their specific care conditions or personal status to be published, but if any patient has any specific enquiry, we will endeavour to help.

Recruiting members

The PRG has a **notice-board** in the waiting room and this is regularly updated with information, as well as the constant appeal for more people to get involved.

The PRG gets a mention on the **practice website**, and tries to generate interest by varying what is on there- newsletters, appeals to join the group etc.

The PRG group **wrote to EVERY household** of the 12,000 patient population in spring 2011 to encourage new members, and to introduce on-line booking. The response numbers were in single figures – very disappointing.

The PRG manned the **“welcome” at all the flu clinics** over the last three years, so meeting 2000 people every year, as a way of promoting what the group does.

We would welcome anybody getting in touch

We know that most people have busy lives and many do not have time to fit in coming to meetings- if you can spare a couple of hours every 6 weeks , let us know.

We are now starting up a **“virtual group”** which will be made up of people we contact by email, and ask to let us know their views by completing quick surveys on specific matters

If you could spare a few minutes maybe 3 or 4 times a year- let us know your email address and we will be in touch!

What does the Patient Reference Group look at?

The PRG was asked to consider how it wanted to seek views from the patient population, as it has the freedom to decide that for the first time this year.

During meetings in Spring/Summer 2011 the group decided to use a **paper survey** to seek patient feedback (the practice does not have a database of email addresses).

The PRG decided to **handout surveys in the waiting room**, so that it would be sure to seek the views of those patients actually using the current service, not those whose views maybe out of date if not frequent attenders.

The PRG **decided on the questions** it would ask, as it wanted to measure performance changes year on year, and particular areas where changes had been made by the practice e.g. practice has introduced online booking to try to ease pressure on phones, and now stay open 1-2 p.m.

(Minutes from all meetings are available on request)

The group decided to use the GPAQ survey again this year to get a **comparison to the results of the previous year and the National average**.

It was agreed that in the future years, the PRG will devise their own survey based on the results of this years findings.

How was the survey done?

The printed surveys were given out in by the reception team in December 2011, over a period of 2 weeks about 400 were given out .

Around 200 surveys were completed, and these were sent to an outside data handling company for analysis. The results were received by the practice and forwarded to all PRG members.

How was the PRG told the survey results?

The group members were emailed the results of the survey in advance of the PRG meeting, therefore allowing them time to analyse the results before discussions.

The practice prepared a table to show survey results from past years, for comparison and included national average figures to allow the PRG to be more objective about how Beechwood performs compared with other practices.

What did the PRG think of the survey results?

The PRG members were very clear on the areas they felt needed discussion; they wanted to focus on areas where the practice performance had low patient satisfaction.

Many areas had **high satisfaction**, in particular how the doctors and nurses treat patients.

The PRG was pleased to see that the **satisfaction with opening hours has increased since last year to 91%**.

In 2010-11, the practice listened to feedback and changed its opening hours in 2011-12. It now opens 1-2 p.m. and from 8a.m.weekdays, and patients appreciated this.

The PRG was also pleased to see that the **satisfaction with reception services has increased to 87%**.

This was based on what the patients said last year- patients said they would like our appointments to be more accessible, we therefore implemented Systmonline booking.

Now that some patients book/cancel appointments on-line, the reception team have a bit more time.

The PRG was pleased that its own actions last year have helped these areas to show improvement.

Opening hours of the surgery are published on the door of the surgery, the website and our brochure. The PRG also posted a credit card size leaflet to every patient household, to advise the same.

What is the PRG action plan for the future?

The PRG decided to make two areas priorities for the action plan:

Phoning through to the surgery

	National average score	Beechwood score
Phoning through to practice	59	52

Speaking to a GP

	National average score	Beechwood score
Phoning through to doctor	61	49

The group already has some ideas about what it could do, and these will be discussed to see which are viable and then put into place during 2012-13.

The survey itself

It is too long to be included in this report, but we have posted it on the website, and a copy is on display on the notice-board in the waiting room.

Practice opening hours

These hours and how to access services are detailed on the website, in the practice leaflet and in the front doors of the surgery.

They were also detailed in the credit card leaflet sent to all households as an update, last year.

Extended hours

The practice has offered Extended Hours opening on Saturday mornings 9-12 noon, when patients can pre-book an appointment to see a doctor.