

# Beechwood Surgery- Patient Reference Group

## Review of 2013-14 action plan

The PRG set the following as objectives for the year

### **Objective 1**

**Increase awareness of the PRG and encourage more people to join, especially the Virtual Group.**

The PRG wanted to focus on getting patients to sign up as “virtual members”.

Opportunities used for getting email addresses and interest were :

- GP and nurse consultations
- having forms to fill in at reception desk
- PRG manning “welcome desk” at flu clinics and talking to patients
- PRG set up “meet and greet “ day for local healthcare providers in raise PRG profile
- PRG having T shirts printed to identify them to other patients
- mention on home page of practice website
- noticeboard in waiting room
- send reply email to all patient emails received, with prescriptions requests etc, to seek permission to add to the Group, and to add email address to the patient record

### **Result from Winter 2013 survey**

In 2012 only 20% of those answering the survey were aware of the practice PRG. In the 2013 survey we had 32% awareness.

**This means we have achieved a 60% increase in awareness that we have a PRG.**

**We now have a database of patient emails and 30 patients have joined the Virtual Group**

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### **Objective2**

**Set up a system to allow patients to opt to have text communication from the practice.**

### **Result from Winter 2013 survey**

**This is set up and we have 1550 patients who have given consent for us to text them.** We send a text reminder the day before an appointment and a notification of missed appointments. We hope to increase the use next year with more patients using the service and being advised to call the practice for test results.

## Beechwood Surgery- Patient Reference Group

### Winter Survey Results 2013-14

Area	% satisfied 2013	% not satisfied 2013	No response to question 2013	Comments
Receptionists helpfulness	92	2	6	
Aware of booking online	88	6	6	
Use of booking online	18% yes	64% no	18%	2270 patients signed up to book online
Aware of choice to book in advance	81	12	7	
Easy to make appointments-advance	66	19	15	
Easy to make appointments-on the day	25	52	23	Need to review this
Waiting time in surgery to be seen	80	10	10	
Getting through on the telephone	47	37	16	Need to review this
Getting clinical advice on telephone	60	15	25	
Do clinical staff show caring and concern	77	0	23	
Satisfaction with consultation with GP	88	2	10	
Satisfaction with consultation with nurse	84	0	16	
Would you like to be notified when test results available by phone	45% yes	43% no thanks	12	1552 patients have given consent to text messages
Are you aware practice has Patient Reference Group?	32% yes	60% no	8	

The survey this winter was conducted during October- November and many of the surveys were given out during the flu clinics, to patients waiting to be called for their flu jab.

500 surveys given out, 315 were filled in.

This resulted in a much higher response rate than we have previously had, however we noticed that there was a high rate of patients not answering all the questions.

On reflection, maybe the patients felt rushed as they were being called to see the nurse and did not take the time to complete all the questions.

We will review this next year and ensure if the PRG are handing our surveys that we also target "normal" clinic times when there is less time pressure. This would also give a better demographic spread.

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## ACTION PLAN FOR 2014-15

The results of the survey were discussed by the PRG on 20/1/2014.

The PRG came up with the following 3 objectives:

### **Objective 1**

Now that SMS messaging system is set up, make more use of it to contact patients to remind them to call in for test results. This is useful for patients and helps ensure that the practice has communicated results, even if no action is required, to reassure patients. Any patients with results that require urgent action, would still be contacted by a telephone call to the patient.

#### **Action:**

- The practice will need to ensure all GPs and nurses are trained in how to set this up.

### **Objective 2**

To increase membership of Virtual PRG so that practice can seek the views of the “hard to reach” groups. These are patients who have not got time or perhaps mobility to get to the surgery (consider diversity of patients).

Maybe offer “would you like to join our mailing list” instead? Does that sound less of a commitment?

#### **Action:**

- Another campaign in waiting room and website to ask for email addresses.
- Email patients with “news” and ask if they would like to join the mailing list or they can decline
- Ensure all done as BCC
- PRG to consider writing a newsletter- easier to read than minutes

### **Objective 3**

To try to reduce DNA rate which will make booking on the day appointments easier, as those no longer needing their appointments have made them available to other people.

- Continue to encourage patients to sign up to receiving SMS messages
- Continue to monitor DNA rate and write to patients who persist in missing appointments