

## PATIENT REFERENCE GROUP REPORT

This report summarises development and outcomes of Swanlow Medical Centre 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

We had 10,015 patients as at 1.1.2012

We had 759 males over 65 and 860 females. Compared to the base population predicted for our size of practice - males over 65 is 22% above the national average and our female over 65's is 9% below. Our over 65's represent 16% of our population.

We had 2003 children under 16 years of age which represents 20% of our population.

Our area can best be described as urban rural, where we do have some patients who are in low deprivation areas and some patients who are in more affluent areas. Winsford is a very diverse town.

#### PRG profile

We currently have 6 active members of the Patient Participation Group. We have advertised extensively to try and recruit more members but unfortunately this has proved unsuccessful. We have advertised on our website, on Twitter and also in the waiting room. Members of the PPG have also tried to recruit new members. This is an ongoing objective of the PPG to try and increase the number of members

#### Age

The average age of our group is 67 years.

#### Ethnicity

All members of are white British.

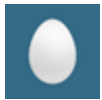
### Regularly visit the practice

We have regular meetings held at the surgery every 3 months.

### 2 Process used to recruit to our PRG

To recruit to our PRG we:

- We tweeted the following messages via Twitter



[@swanlowsurgery](#) Swanlow Surgery

Any spare time? Want to join our Patient Participation Group - meet 4 times per year!! Ask to speak with Ange Roberts to discuss!!



[@swanlowsurgery](#) Swanlow Surgery

We held our first Patient Participation Group meeting yesterday over coffee and biscuits!! Great success. Interested?? Go to our website.

- Put up posters in practice (attached)



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- Advertised in our quarterly newsletter



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- Put a “flyer” in the waiting room for patients to pick up



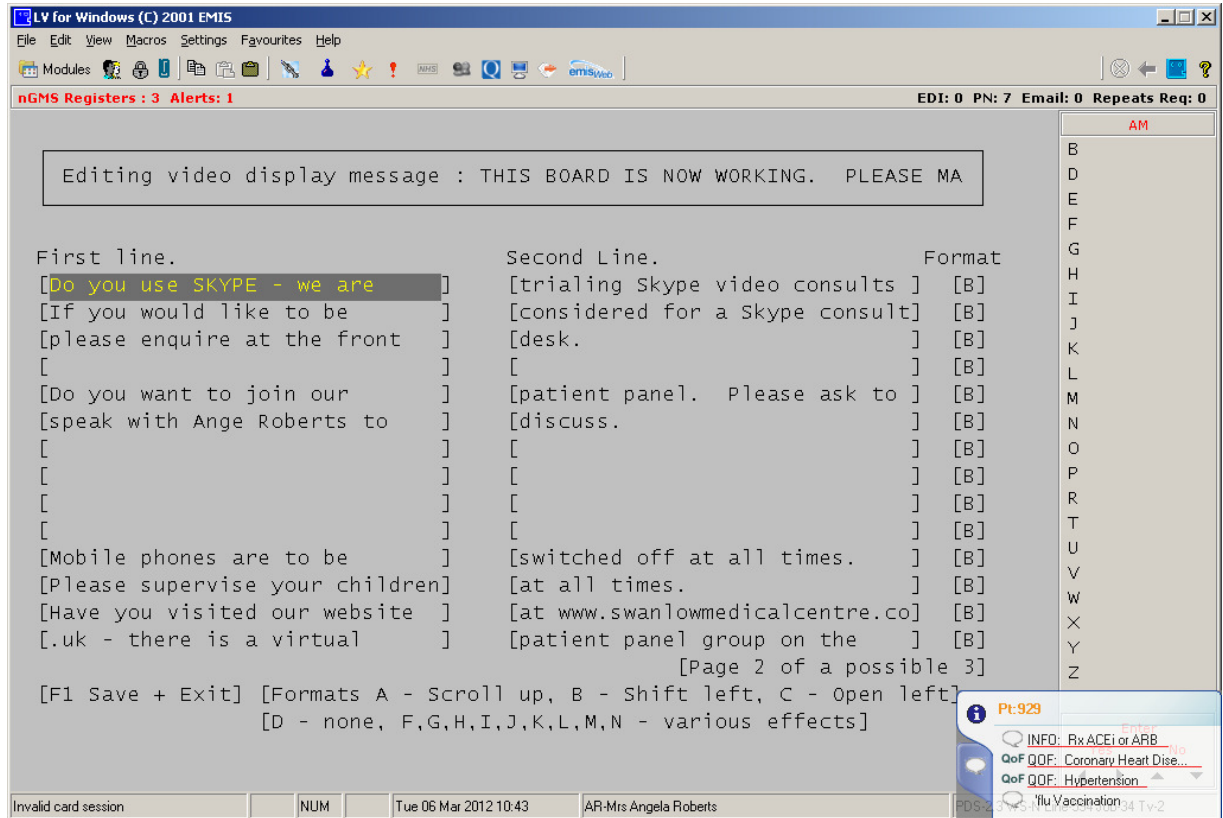
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- Put information on the practice website (attached)

[www.swanlowmedicalcentre.co.uk](http://www.swanlowmedicalcentre.co.uk)

There is also a virtual patient participation group whereby patients can send us comments/suggestions via this method.

- Advertised the PPG on the Jayex board



### 3 Priorities for the survey and how they were agreed

To determine the priorities for the survey we:

- We gave the patient panel a card and asked them to put down the top things they would like looked at and the appointment system came out on top.
- Used the feedback from the Patient Satisfaction Questionnaire
- Looked at complaints over the past year and appointments were high on the list
- Sent the patient panel a snapshot of the results from the IPSOS MORI poll (see below)



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#### 4 Method and results of patient survey

Once we had established the priorities we developed the questions using:

- Our own questionnaire



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We carried out the survey using:

Paper forms handed out and collected via the waiting room or reception.

We carried out the survey between 18<sup>th</sup> July and 1<sup>st</sup> August 2011

#### Survey results



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#### 5 Resulting action plan and how it was agreed

To develop the action plan, the practice discussed it at a Practice Meeting and also at the PPG Meeting.

To get comments from the PRG on the draft action plan we:

- Emailed the group
- Met with them on 13<sup>th</sup> September 2011.

The comments were extremely favourable and did not truly reflect the IPSOS MORI poll results. We found this very encouraging. It was felt for the time being we would leave the appointment system as it was. To date this year i.e. 2011 we have not had a single complaint either verbal or written stating patients could not get in to see a health care professional. It was decided that we would concentrate on;

Looking at different ways of patients accessing the internet e.g. libraries, internet café's etc.  
Patients being able to book appointments via the Red button on Sky TV  
Consider the resurrection of late night surgeries

The panel wanted the Urgent appointments to be more defined with a list of examples of what constitutes an urgent appointment adding to the feedback. AR did this.

The action plan is attached. The main actions were:

See above



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Areas where we could not achieve what the PRG wanted were:

Late evening surgeries as there is nobody at present willing to run the surgeries. This is being looked at being run by a Nurse Practitioner and a Practice Nurse.

Since the survey and subsequent feedback we are now looking at introducing the Stour Access System of appointments which involves all requests for urgent on the day appointments being triaged by a GP. We have analysed the number of patients phoning in each day and now we need to devise a rota which will ensure there is enough GP triage time allocated to speak to all requestors.

## 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...
Check where patients can access the internet	We spoke to local churches, libraries, voluntary services	Unfortunately there is limited access to internet access within Winsford. So there will still be a cohort of patients who are unable to access the internet.
Can you introduce extended hours again	Spoke to the Doctors and Nurses	The doctors do not want to do extended hours at present but from April 2012 it may be an option to run the service with a Nurse Practitioner and a Practice Nurse.


**7 Confirmation of our opening times**

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

You can call the surgery between 08:00 and 18:30 Monday to Friday  
The surgery reception is open from 08:00 to 18:30 Monday to Friday  
Surgery times are variable but GP's are normally from 08:30 – 11:40 in the morning and then from 14:00 to 18:00 in the afternoon.  
We are not open currently at evenings and weekends.  
Outside of these times please call either the surgery on 01606 544644 where you will be re-directed to the OOH service or dial 01270 273666 direct.