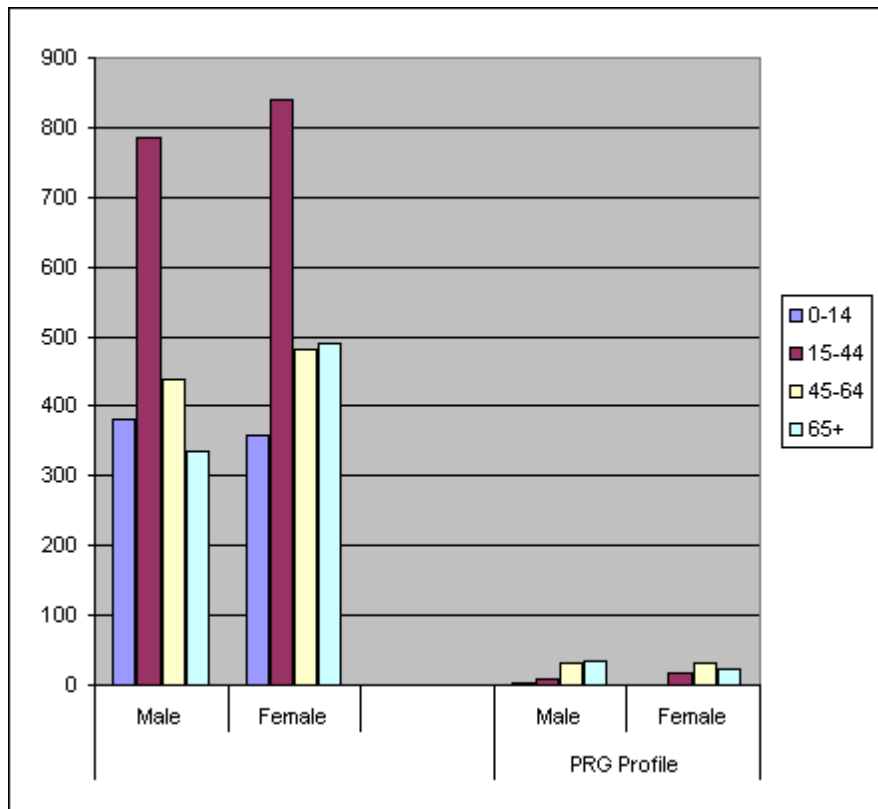


# **Springfield Surgery** **Patient Representation Group** **Annual Report 31.03.12**

## **Profile**

Practice Profile			PRG Profile		
Age	Male	Female	Male	Female	
0-14	380	357	2	0	
15-44	784	840	8	16	
45-64	438	481	31	32	
65+	334	491	34	24	



Total number of patients registered with the practice = 4105

Total number of patients on the Patient Representation Group = 147

Patient number on the Actual Group = 14

Patient number on the Virtual Group = 133

This represents 3.6% of our practice population.

### **Steps the practice have taken to engage patients.**

To try to ensure that there is a fair representation of patients the practice e-mailed all those patients who were registered with the Waiting Room for electronic ordering of their repeat prescriptions and on-line appointment booking, asking for their consent to be e-mailed newsletters, details of meetings taking place and questionnaires. Contact details of the practice were given so that any items for discussion could be included in the next actual meeting of the PRG.

The practice is now developing a system for including housebound patients, deaf patients and blind patients to be able to voice their ideas for the development of the practice. This is ongoing and will be actioned in 2012/13.

### **Priorities.**

The main priority of the Group was to encourage members to take responsibility for the development of the group. To date we have two ladies taking the lead supported by all the members of the actual group – 14 members.

The original meeting took place on 16.06.11 at Springfield Surgery where discussions took place concerning the Practice Nurse Service at the practice as this was an area for concern from the 2010 National Patient Survey, see comments below:

### **Question:**

**“Tell us your experience of using the Practice Nurse Service at Springfield surgery”?**

### **Comments**

- ‘ I have found this surgery very good to me’.
- ‘ Not enough time with PN when having a flu jab’.
- ‘ My experiences have been very good; involving numerous visits’.
- ‘ Satisfactory’
- ‘ I would like to know all the services the PN provides’.

### **Question:**

**“Give us your suggestions on how we could improve the service”**

### **Comments**

- ‘ Didn’t know you could order repeat prescriptions via email’.
- ‘ Not enough information given by staff when the patient rings for blood test results’
- ‘ The service is very good’.
- ‘ Happy with the Practice and the way it is run’.
- ‘ Like having open surgery as well as appointments’.

## Question:

**“ You told us how our communication could be better.....”**

- ‘ Try to hold patient group meetings at different times of the day, e.g. evenings or weekends’.
- ‘ Update website with the list of services the Practice provides’.
- ‘ Leave a board up in the surgery asking questions’
- ‘ Use different types of communication; e.g. newsletter, website, email, suggestion box and the TV screen in the waiting room’.
- ‘ Run a PRG in the waiting room – whilst patients are waiting’.

### Key Themes:-

- Patients were happy with PN service.
- Issue of access to PN appointments not raised.
- Better communication about the services you offer
- Use newsletters and email and web sites to communicate.

The next meeting was held on 28.09.11 where access issues were discussed, as requested by the Primary Care Trust. The results of which can be seen in the relevant Newsletter, an extract can be seen below:

### **The closure of the Surgery on Thursday afternoons:-**

- The importance of having staff time together to maintain:- patient records, file results, deal with priority referrals, have time for the trainee GPs and other staff.  
training, computer updates and maintenance.
- Patients did genuinely appreciate this and were not unhappy about the closed afternoon and agreed in the interest of the smooth running of the practice – it should continue.

Patients that attended felt there was a high level of trust between the patients and the staff, both clinical and non-clinical staff.

Also within this newsletter was a direct link to an on-line questionnaire the practice had developed with the help of the PCT.

A further meeting took place on 04.02.12 again at the practice where two ladies took the responsibility for developing the PRG. These ladies have taken responsibility for the newsletter, distribution ideas to involve the community, and will continue to lead in the development of an active PRG for Springfield Surgery. The relevant Newsletter has been e-mailed to our virtual PRG, is available on our web site and also in paper format in the practice.

## **Extended Hours**

Extended surgery hours include 1 in 4 Saturday morning surgeries, and also late surgeries, 6.30pm to 7.40pm on a Tuesday evening. All our surgery hours are available on our web site, through our Practice leaflet, on display within our waiting room and in paper format from our receptionist.

## **Future Action Plan**

<b>Action</b>	<b>Comments</b>	<b>By When</b>	<b>Responsible Person</b>
Install PRG notice board	In porch area	23.03.12	KW
Maintenance of notice board	Display of PRG information and Community information	On-going	AS/KW
Publishing PRG annual report		31.03.12	KW
Meeting with AS	Regarding notice board	03.04.12	KW
Meeting with AB and KL	Preparing Agenda for next PRG meeting	17.04.12	KW
Developing Flyers for next meeting	Designing the flyers	13.04.12	AS/KL/AB
Printing of flyers for next meeting		20.04.12	KW
Distribution of flyers for next meeting		Wk/Comm 23.04.12	AS/KL/AB/KW
Provision of refreshments		16.05.12	KW/AA/MC
Minutes/actions from next meeting		15.06.12	KL/AB
Development of Newsletter		15.06.12	KL/AB
Distribution of Newsletter		29.06.12	KL/KW

## **Conclusion**

Although PRG's have been in existence for many years within General Practice, this gives us the opportunity to have an active group to help develop the practice in the future. Springfield Surgery looks forward to the new ideas which this group can help develop, from general surroundings to new services within the practice.

We also look forward to welcoming people from the local community to become involved with our PRG so that community issues may also be discussed. To this end the PRG is hoping to hold an Open Day in September 2014 where different services such as Age Concern, PALS, Signpost and many others will be on hand to answer questions. Also the PRG is hoping that the Doctors and Nurses will also attend to give Lifestyle advice, take blood pressures and perform cholesterol checks. This event will be open to all.

Thank you to all our PRG members from the team at Springfield Surgery.