

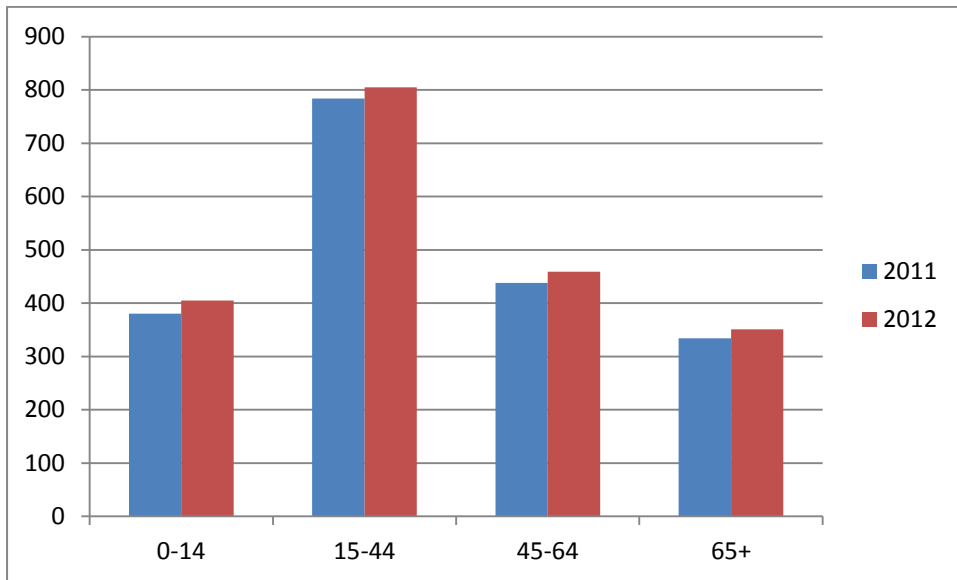
**Patient Representation Group  
Springfield Surgery  
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**Profile**

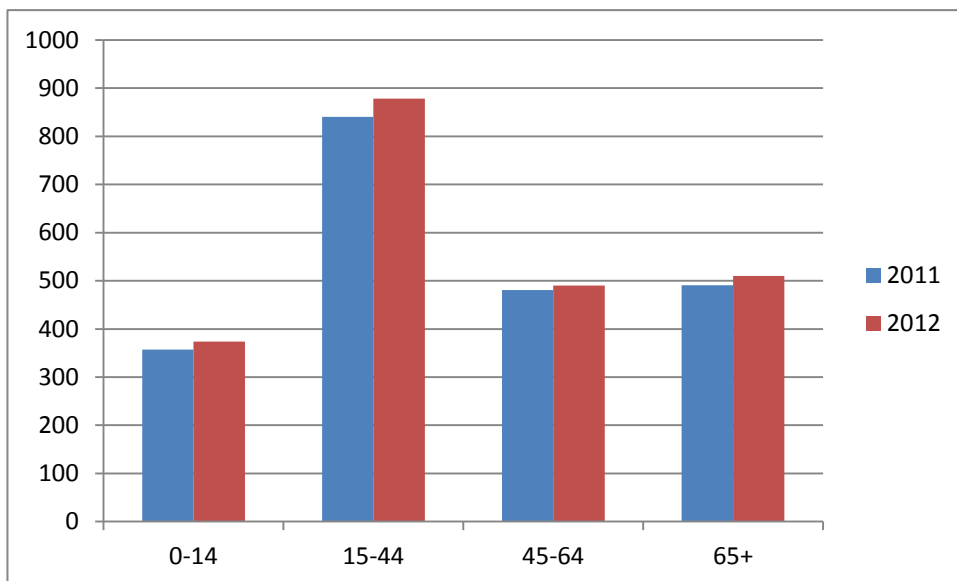
Practice Population					PRG Members			
Age	Male 2011	2012	Female 2011	2012	Male 2011	2012	Female 2011	2012
0-14	380	405	357	374	2	2	0	0
15-44	784	805	840	878	8	17	16	31
45-64	438	459	481	490	31	37	32	40
65+	334	351	491	510	34	35	24	32

**Practice Population Graphs**

**Male**



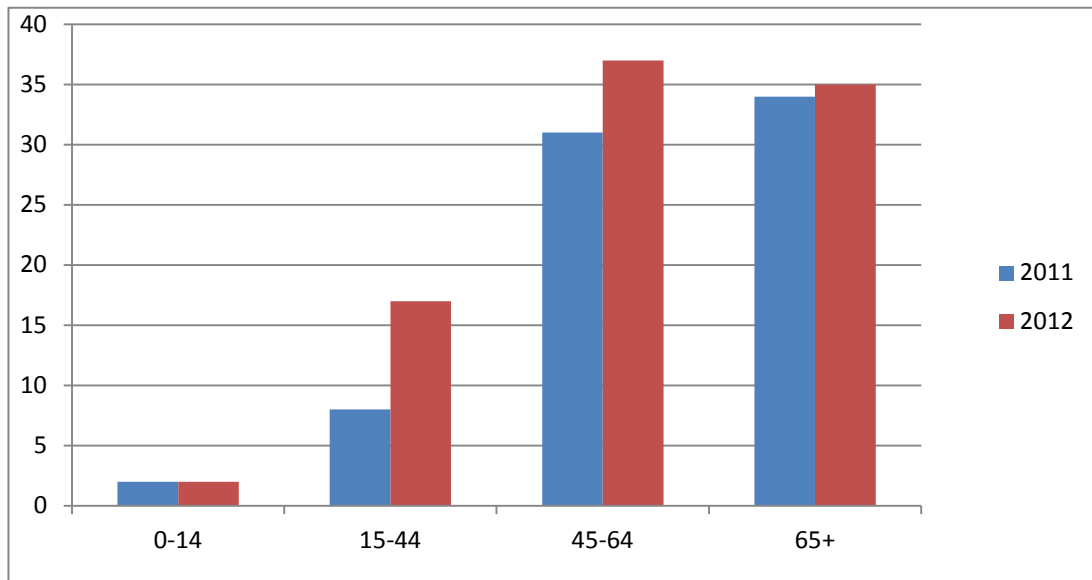
**Female**



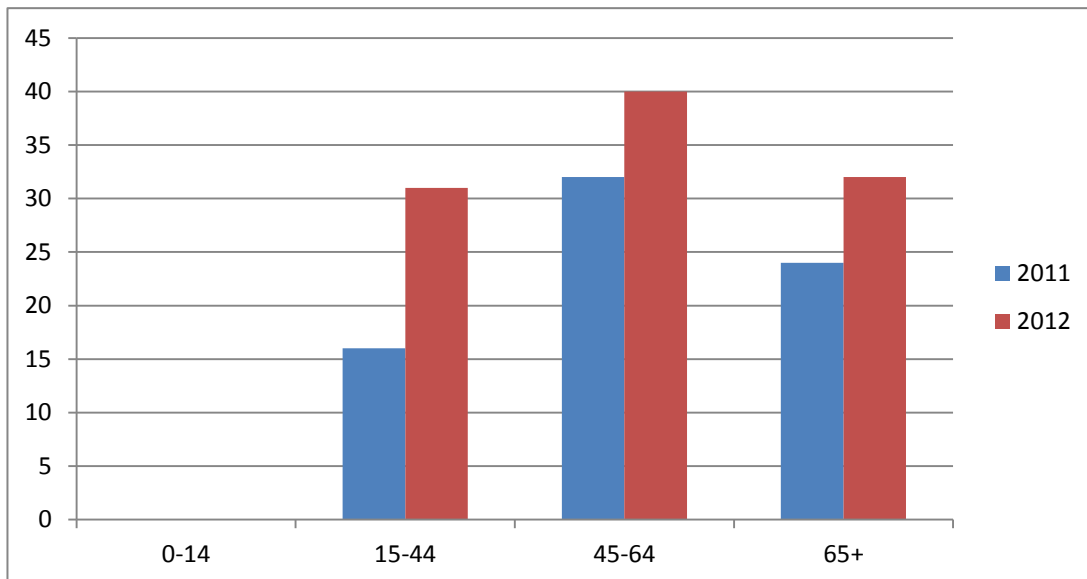
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**PRG Members Graphs**

**Male Members**



**Female Members**



The graphs above show the development of Springfield Surgery and the Patient Representation Group.

Total number of patients registered with Springfield Surgery = 4272 patients

Total number of patients in the Patient Representation Group = 194 patients.

This represents 4.5% of our practice population, an increase of 0.9% from 2012.

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**Steps the Practice and P.R.G. have taken to ensure continued development.**

The P.R.G. and practice have revised the practice New Patient Registration Forms so that any new patient registering with the practice is included in the P.R.G. unless they indicate otherwise. All new e-mail addresses are then put on a data sheet which is then used to update the PRG Members list.

Our PRG Chair Person contact details are readily available on our web site and on our practice literature.

Newsletters from the group are displayed in the waiting room, sent out by e-mail, or posted to all members. They are also sent to Nursing Homes in the area – contact details are included in the newsletters. All housebound visits include the most recent newsletter in the visit material.

The PRG and the practice are developing new ideas on how to maximise contact with the blind, deaf and disabled bodied patients.

The PRG are holding a Health Event on March 23<sup>rd</sup> 2013 to provide information from various organisations to the community and our patients. This has been brought forward from the original proposed date of September 2014 given in the conclusion of our 2012 report.

Meetings of the PRG are held every three months at the practice; details of previous meetings may be seen on our NHS Choices Web Site or our Practice Web Site - [Springfield Surgery](#).

**Priorities**

**2011 - We asked** – what the main priorities for the group would be?

**2011 -You said** – the main priority was to encourage members to take responsibility for the development of the group.

**2011 -We did** – advertise and support the group through the initial developmental stages, and we will continue to support the group in the future.

**2012-13** – Patients are now asked at point of registration to give consent to be contacted regarding the PRG. The practice continue to support and advertise the PRG both as a virtual group and an actual group.

**2011 – We asked** – What was your experience of using the Practice Nurse Service?

**2011 – You said** – very good service but long wait for appointments (shown in our 2010 National Patient Survey)

**2012 – We did** – discuss this at length in our Practice meetings and also in the PRG meetings

**2012-13 – We did** – train a member of staff as a Phlebotomist to ease the appointments with our Practice Nurse. We will be looking at continuing with this development and training the member of staff for other routine nursing areas, (the National Patient Survey for 2013 will show if this has been effective.)

**National Survey 2012 – Patient Feedback**

These surveys take place in the practice each year and provide us with valuable information on how we can improve our services. Patient Feedback from this survey may be seen on the **IPQ Report attached**. The comments contained within the feedback will form an Action Plan to be discussed with the PRG and Practice, see **Appendix A – Action Plan**.

From the feedback it indicates that there is concern over the length of waiting time during Open Surgery in the mornings. A majority of Doctors changed their Open Surgery to Appointments due to the number of patients attending Open Surgeries. We have consulted with the Patient Representation Group concerning this and a

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majority of patients wish to keep this service. The waiting time is further compacted by not knowing how long each patient is going to take for their consultation. Patients wishing to see a particular Doctor should make an appointment with that Doctor and not attend Open Surgery just because the particular Doctor is due to take surgery. As this is an Open Surgery the practice, on consultation with the PRG, cannot confirm that a set Doctor will be available on a set day. The evening Open Surgeries were changed to appointments due to the number of patients attending – consultations did not finish until after 08.00pm and staff were often still here at 09.00pm. This was unsafe practice both for the Doctor, patient and staff.

Suggestions for more evening surgeries and Saturday morning surgeries were made. This was discussed with the PRG in 2011 and no changes were recommended. The suggestion will be discussed again with the PRG and any response will be in the minutes of the meeting.

The waiting room was highlighted with regards to updated magazines, children's facilities and seating. This has also been highlighted by the PRG and will be discussed further at a future meeting, (please see On-line questionnaire response).

### **Meetings**

The PRG held three meetings this year at the practice, 04.02.12, 16.05.12 and 19.09.12. The following is a summary of items discussed:-

- Speakers for future meetings – Dr D Baxter from out Control of Infection Unit is booked to speak at the next meeting – 24.04.13, which will be held in the practice from 7pm.
- Improve and update the practice web site – this has been done throughout 2012 and will continue to be monitored and updated.
- Introduction of a T loop for the hard of hearing – still on-going with Practice Manager.
- Holding an Open Day – this takes place on Saturday 23.03.13 at the United Reform Church in Hazel Grove from 10.30am till 12.30pm for the community.
- Notice board for the PRG in the lobby – this has been done and is regularly updated.
- A pelican crossing was discussed and taken by a PRG member to the Hazel Grove Community Meeting – unfortunately this was refused.
- The group has registered with The National Association of Patients Participation (NAPP) and have regular updates concerning what is happening elsewhere.
- A garden rota was developed to maintain the upkeep of the practice gardens.
- Suggestion of a bench and porch outside the entrance were discussed and is still on-going.
- Patients who did not attend for appointments were discussed as this impacted on the accessibility of the Practice Nurse.
- Community transport to hospital was discussed and information passed on how to access.

The minutes of these meetings can be seen on our website and also on the NHS Choices web site.

### **Conclusion**

Our Patient Representation Group have developed at a pace this year. We have two ladies taking the lead and managing the group. We have had informative meetings with definite agenda items for discussion. The Group is well motivated and has input to any changes the practice are considering. They have organised a Health Event Day to be held at a local church, where the community will be able to obtain a wealth of information from various organisations such as Signpost, Age UK. Link, Lifestyle and Tai Chi classes. The Doctors and Practice Nurse will be in attendance to monitor blood pressure and answer questions on general health.

The group is further supported by our virtual PRG members who receive Newsletters, minutes, the Practice questionnaire and information via e-mail.

Springfield Surgery will continue to support and promote the Patient Representation Group, and looks forward to the challenges ahead.

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

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**APPENDIX A – ACTION PLAN**

<b>Action</b>	<b>Comments</b>	<b>By When</b>	<b>Responsible Person</b>
Obtain Speakers for future meetings	Dr Baxter, Infection Control.  List for speakers at further meetings obtained.	Booked for 24.04.13  22.03.13	Provided by Shirley Hamnett
Agenda Items	Feedback from Open Day	24.04.13	AB/KL
	T Loop	24.04.13	AB/KL/KW
	Specialised meetings ie diabetes and heart conditions.	24.04.13	AB/KL/KW
	Opening Hours	31.10.13	AB/KL/ KW
	Practice Waiting Room Seating, magazines, automatic door opening.	31.10.13	AB/KL/KW
	On-Line Waiting Room User Guide	31.10.13	AB/KL/KW
Disease progression and the patient	Present survey comments at Dr's meeting	15.05.13	KW
Discuss Telephone Answering	Present survey comments at next staff meeting	16.04.13	KW
Discuss any actions required from the National Patient Survey	Order survey from GPAQ	31.10.13	GP's/KW
Review any actions taken	Practice Patient Survey	31.12.13	KW

This Action Plan is not conclusive and as the PRG develop further, the practice will continue to support and promote the Group.