

Our Patient Reference Group Work

The Practice started developing a Patient Reference Group in the autumn of 2011. Specific actions taken included:

Website link to join a group
Reception notices
Advertisement on our surgery information screen (Amscreen)
Informal contact through Reception enquiry

The Patient Reference Group made certain suggestions for improvement in our Practice service. These are listed below:

1. Installation of a notice board to display key and important notices so as to highlight “important notices” versus general information on display. A request for more chairs in the waiting area and the removal of some old ones.
2. The installation of a suggestion box in Reception.
3. Badges for Patient Participation Group members.
4. A request for more appointments.
5. Appointment booking via our website.

A patient survey was done specifically to identify patient satisfaction levels with the service currently given. The survey was completed in March and the results are available on another webpage.

95.82% of patients gave a response between Satisfactory and Excellent to all of the questions.

Step 5

Agree action plan with the PRG and seek PRG agreement to implementing changes.

We outline below the actions that the Practice has taken to deliver these. Where the Practice has disagreed, we outline our reasoning.

1. *You said:* Can we have a notice board for important notices and PRG information?
We said: We agree. Completed March 2012
2. *You said:* Can we have more chairs and remove old chairs?
We said: We agree. Completed March 2012
3. *You said:* Can we have a suggestion box placed in Reception?
We said: We agree. Pending
4. *You said:* Can you have badges for PPG members?
We said: We agree. Completed March 2012
5. *You said:* Can the surgery have more appointments?
We said: The patient survey is very satisfactory. Our computer database records show that the Practice provides over 5.5 contacts per patient, per year, which is well above the national average of 4.

6. *You said:* Can we have appointment booking via the website?

We said: This is currently difficult because of technical availability. It is also our belief that the appointments would be used up by predominantly IT-literate patients of the Practice and leave the more vulnerable with a lesser service. Furthermore, many issues do not require a face-to-face appointment, which we prefer to deal with on the telephone, making the Practice more efficient and able to provide more patient contact. However, we remain committed to explore the use of technological advances to improve our services for all our patients.