

## **PATIENT REFERENCE GROUP (PRG) IN 2014-15**

**This report summarizes the development and outcomes of Wrenbury Patient Reference Group (called the Wrenbury Surgery Patient Focus Group)**

### **Background**

**The Wrenbury Surgery Patient Focus Group was originally formed in May 2005 when we worked from our old surgery premises on the village green in Wrenbury. The premises were very limited in space and with an expanding patient list and increase in services offered, Dr Davenport decided to start the process of applying for larger premises in Wrenbury.**

**The Patient Focus Group engaged in helping to put the case forward for new larger premises. Patient meetings and public patient meetings were organized and the local press were involved. At one of our public meetings in the village hall there were 800 patients present.**

### **Process to involve more members to the Patient Focus Group**

**Initially patients were approached to join the group with time to help and support our process for larger premises.**

**We now have been in our new premises for eight years and the group has now evolved to all aspects of communication with patients.**

**We encourage new members to join the group.**

### **Recruitment**

**The practice website has information to encourage all registered patients to join the Focus Group.**

**Face to face invitations.**

**Via health professionals**

**Newsletters are produced twice a year which include an invitation to join the Group**

**The practice brochure has information about the Group and how to contact either one of the members or the practice manager to join the Group.**

**Dates of the next meetings are advertised on the website and new members are encouraged to attend.**

**We have found it difficult to recruit new members but continue to encourage new members to join us.**

### **Profile of the Practice Population**

**There is a list of just over 3400 patients which has increased by over 1200 patients since we have moved to our new premises. The list is increasing gradually by 20 patients per month. We have extended our boundary to include Nantwich town over the last year.**

**There is no age group which differs from the national demographics and male and female patients make up an equal proportion of the makeup of the list. Dr Davenport retired in April 2013 and we now have two partners, Dr Charmaine Marquis and Dr Namrata Saggar and Dr Sarah Rowe our salaried GP.**

### **Training Practice information**

**From the 6<sup>th</sup> August 2014 the new partnership of Wrenbury Medical Practice has become an accredited Training Practice and is now involved in the training of fully qualified doctors who wish to enter General Practice.**

**Dr Namrata Saggar is the named GP Trainer for Wrenbury Medical Practice.**

**We have a GP Registrar who will be working in the practice for a period of 6 months at a time and an F2 Registrar who will be in the practice for 4 months. These doctors will hold their own surgery sessions. Occasionally there may be a video camera in use. Patients will be warned in advance and signed consent will be requested before patients are seen and will have the opportunity to decline if they prefer. Any intimate examinations will not be recorded and the camera can be switched off at any time. Tapes will be erased after use and are for training purposes only**

### **Profile of the Patient Group**

**The profile of the Group has changed over the years.**

**There are now 7 members of the Group, one male and six female**

**Range in ages from 38 to over 80**

**The Practice manager and one secretary are present at all meetings**

**On occasions if there are special topics to cover the practice nurse or one of the GPS will join the meeting. An agenda is planned before the meeting.**

**Minutes are kept and distributed to all the members.**

### **Patient Survey Results 2015 and issues discussed**

**The Group has discussed the patient survey results at the recent meeting on the 9<sup>th</sup> March 2015. The most important aspects discussed were access and the service provided by the reception staff and the clinicians. All members commented that they are very pleased with the service and the results reflected this in the high standard achieved. The achieved overall standard was 96% satisfaction this is 2% higher than last year's result.**

**Comparing this year's survey results to last year 98% of all areas had improved.**

**The patient comments were positive and all results were in the top 25% of all means compared to the national benchmark.**

**One aspect of the survey noticed was that some patients had to wait longer to see one of the GPs in surgery. This is being improved by extending the length of this doctor's session with longer consultations but still providing the same number of appointment slots.**

**The survey was carried out as an anonymous paper form during December 2014 and January 2015 with 100 replies. The questionnaires with envelopes to be sealed on completion by the patient were given out randomly to patients who came into the surgery with appointments or to collect prescriptions. There was a facility to post the completed survey or place it in the reception box to be posted at a later date by the surgery.**

### **Friends and Family Test**

**In addition to the practice survey carried out recently we have introduced the new Friends and Family Test for patients' views to be recorded. These are part of a national survey started this year. There are Friends and Family Test forms on reception for patients to complete if they wish and a box is provided for completed forms. These results are submitted monthly to NHS England. The purpose is to collect patients' views as to whether they would recommend this practice to other patients and whether they have any comments or suggestions for improving the service provided.**

**I am pleased to report that all the forms completed in this surgery stated that it was extremely likely that they would recommend this practice to other patients.**

### **Access information**

**Access to appointments has always been an important priority for patients with both face to face consultations and telephone access. We ensure that there are appointments for any patient needing an emergency appointment the same day. Patients can also book ahead up to 3 months if required.**

**A new increased telephone consultation appointments session has been added on to the morning session for each doctor to help patients unable to attend in normal surgery hours including an option for patients to speak to the doctor on the telephone regarding results if required. This has proved very popular with patients not able to take time off work to speak to the doctor for advice.**

**We now have early morning appointments on 3 week days and for the winter months the surgery is now opening each week day at 7.30am with telephone access from 7.30am.**

**We have starting using Emis access for some appointment bookings and also provide the facility to order prescriptions on line in addition to ordering via the secure website which is already in place. Patients can also now see some aspects of their medical record on line.**

**The complete survey results are now on the surgery website.**

### **Opening times**

**The surgery opening times are advertised on the Wrenbury Medical Centre website**

**together with the opening times for our dispensary.**

**Core hours**

**The Wrenbury Medical Centre is open from 8. 00 am to 6. 30pm every weekday. We are closed at weekends and Bank holidays.**

**Extended hours**

**The extended hours service is advertised on the website. There are early morning appointments available on Mondays Thursdays and Fridays for patients wanting an appointment outside the core hours. These appointments are always filled and have proved very popular for patients unable to attend during core hours because of work.**

**Marion Mortimer March 2015**