

PATIENT REFERENCE GROUP (PRG) IN 2013-14

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 five 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 3200 patients which has increased by over 1000 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 and one salaried GP.

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

The Group has discussed the patient survey results at the recent meeting on 15th January 2014. The most important aspects discussed were access and the service provided by the reception staff and the clinicians. All members commented that they are pleased with the service and the results reflected this in the standard achieved.

No complaints have been received regarding the service provided.

One aspect of the survey noticed was that some patients had to wait longer to see one of the GPs in surgery. This has been resolved 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 October and November 2013 with 158 replies. These 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.

Important issues discussed

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 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.

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 January 2014