

## **PATIENT REFERENCE GROUP REPORT**

This report summarises development and outcomes of [The Villa Medical Centre's](#) patient reference group (PRG) in 2011/12.

It contains:

1. Profile of practice population and PRG
2. Process used to recruit to our PRG
3. Priorities for the survey and how they were agreed
4. Method and results of patient survey
5. Resulting action plan and how it was agreed
6. Progress made with the action plan
7. Confirmation of our opening times.

### **1 Profile of practice population and PRG**

#### **Practice population summary**

Currently 5907 patients, 2846 males and 3061 females.

17.2% are aged 16 or under

19.5 aged between 17-34

42% aged between 35-64

21.3% aged over 65

We have the ethnicity recorded for 75.1% of our practice population, these are as follows:

72.1% stated they were either White British, White Irish or any other White background

0.3% stated they were mixed race

0.4% stated that were Asian

0.2% stated they were Black

0.4% stated they were Chinese

0.3% stated that were any other ethnic group

0.3% refused to divulge their ethnicity

#### **PRG profile**

We currently have 11 members in our PPG, 6 women and 5 men, 4 aged between 35-64 and 7 aged over 65. All members have their ethnicity recorded as White. We have acknowledged that the members of our PRG does not reflect our Practice population, e.g. higher percentage being over 65 and the fact that all members are white, however, we have taken steps to try and attract members from various ages and ethnic backgrounds.

## **2 Process used to recruit to our PRG**

To recruit to our PRG we:

- Wrote to the Multicultural Centre asking them to put a notice on their board
- Put up posters in practice on the PPG designated notice board (attached)
- Offered leaflets to all patients attending practice (attached)
- Put information on the practice website/newsletters (attached)
- Had a stand at the public consultation meetings regarding the proposed new premises

## **3 Priorities for the survey and how they were agreed**

To determine the priorities for the survey we held a discussion at one of the PPG meetings to determine what feedback we wanted from patients and on which subjects. It was decided that the Practice should continue with the annual CFEP patient survey, which asks questions around all areas of the patient experience, from entering the building to finally seeing the Clinician. We also decided it would be helpful to survey the patients on the proposals for the new surgery and what they thought of the plans. As the CFEP survey is quite in-depth, it was decided to keep the survey on the new surgery short and to the point. We finally decided upon 5 simple questions. (copy enclosed)

## **4 Method and results of patient survey**

Once we had established the priorities we developed the questions using:

- CFEP UK Surveys
- Survey Monkey
- A questionnaire agreed by our PRG

We carried out the survey using:

- Survey Monkey
- Paper forms

We carried out the surveys between August and February 2012.

## **Survey results**

[See enclosed reports](#)

## **5 Resulting action plan and how it was agreed**

To develop the action plan from the results of the CFEP survey, the practice team discussed it on [29 February 2012](#).

To get comments from the PRG on the draft action plan we:

- Emailed the group
- Met with them on [23 February 2012](#)

We agreed the action plan with the group on [23 February 2012](#)

The action plan is enclosed. The main actions were:

S:PCTPrimcare/GPs/QOF/PatientReferenceGroup Report

- Improve the waiting area
- Inform patients upon arrival of expected waiting time to see Clinician
- Look into feasibility of extra incoming telephone lines

Areas where we could not achieve what the PRG wanted were:

- Refurbish the current premises

## 6 Progress made with the action plan

A summary of the progress as of 31 March 2012 is:

You said...	We did...	The result is...
Rearrange the waiting area to fit more seating and make the notice board more accessible.	Purchased two new chairs and moved the seating away from the notice board to the middle of the room.	More seating and improved waiting area
Inform patients of the expected waiting time when booking in	Informed Reception Team of comments and decided on actions	Patients informed upon arrival if Clinician is running late and expected waiting time
Can we have more staff manning the telephone lines for the first half hour of opening in the morning and afternoon	Agreed to contact BT to discuss feasibility of having another incoming telephone line. However, informed the group have been told in the past this is not possible	Dr Cookson has agreed to follow this through – work in progress

## 7 Confirmation of our opening times

As a result of the survey we **have not** changed out opening times. They are:

Monday, Wednesday and Thursday 8am-12.30pm and 1.30pm-6.30pm

Tuesday 7am-12.30pm and 1.30pm-7.30pm

Friday 7am-12.30pm and 1.30pm-6.30pm

You can call the surgery on 0161 608 4702 24 hours a day to speak to an operator or hear a recorded message.

The surgery reception is open 8.30-12.30pm and 1.30-6.30pm Monday, Wednesday and Thursday, 7am-12.30pm and 1.30-7.30pm Tuesday and 7am-12.30pm and 1.30-6.30pm Friday

Surgery times are between the hours of 7.20am and 11.20am and 2.30pm and 7.15pm

We are not open at evenings and weekends but you can get the telephone number for out of hours