

PATIENT REFERENCE GROUP REPORT

This report summarises development and outcomes of Dr Wells & Partners patient reference group (PRG) in 2012/13.

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

Age Sex Breakdown		Male	Female
	Age Group 0-4	147	147
	Age Group 5-14	404	378
	Age Group 15-44	1018	1024
	Age Group 45-64	891	997
	Age Group 65-74	315	372
	Age Group 75-84	224	348
	Age Group 85 And Over	88	195

The Patient Group agreed to focus on the groups below for the survey as these were felt to be the patients that were not represented in the Patient Group, whether those that attend meetings or those that receive email communications:

Category of Patient	Wells	Wells %	Wells patients	Wells patients scaled up by 1.5
Families with young children	355	6.6	7	10
Care home	85	1.6	2	3
Housebound	37	0.69	1	2
Blind/deaf	12	0.22	1	1
Aged 16-25	678	12.54	14	21
Aged 26-40	915	16.92	18	27
Physically disabled (wheelchair)	23	0.43	1	1
Carers	34	0.63	1	2
Chronic disease	1453	26.87	29	43
Total No of over 16s in Practice	5408	2% 108	74	110

Patient Group:

10 elected members

	Male	Female
65 and Under	1	0
Over 65	4	5

Ethnicity

The Patient Group considered Ethnicity to not be relevant to their involvement in the PRG and refused consent for me to use their ethnic status for this purpose.

2 Process used to recruit to our PRG

To recruit to our PRG we:

- Wrote to patients (see attached letter)
- Put up posters in practice (attached)
- Offered leaflets to all patients attending practice (attached)
- Put information on the practice website (attached)

- Patient Group Members attended Midwifery clinics/Health Visitor clinics/LINK & CAB and talked to patients in the waiting room in an effort to recruit members



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<http://www.wkhcWirral.nhs.uk/patient%20participation%20group.html>

3 Priorities for the survey and how they were agreed

To determine the priorities for the survey we:

- Discussed the survey at a PRG meeting

Method and results of patient survey

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

- Other – the questions were developed with members of the PRG, the PRG agreed to use the same questions as last year so that the results could be compared

We carried out the survey using:

- Paper forms

We carried out the survey between January & February 2013

Survey results



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5 Resulting action plan and how it was agreed

To develop the action plan, the practice manager met with members of the PRG to discuss the main issues.

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

- Met with agreed volunteers from the Group

We agreed the action plan with the group on 14th March 2013

The action plan is attached.



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The main actions were:

- Improve communication about appointments, and increase the number of appointments available for booking in advance
- Promote on line services, appointment booking and repeat prescription requests in particular

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

Reduce the wait time for repeat prescriptions whilst they are in a paper format, once we have access to electronic prescribing we anticipate we will be able to make turnaround times faster

6 Progress made with the action plan

A summary of the progress as of 31 March 2013 is:

You said...	We did...	The result is...
You want to make appointments in advance	Made more appointments pre bookable and communicated to all patients by letter informing them that they can book appointments in advance.	There are more appointments available to book in advance and patients know they can book by this method
You want repeat prescriptions to be processed faster	Publicised online prescription request service which means prescriptions can be processed more quickly as they go straight into the clinical system. Have appointed two Medicines Coordinators for the 3 practices in the Health Centre to streamline our processes and improve communication Have set up our IT systems so	Patients registered for on line services in increasing. Repeat prescriptions processes are being improved and patients will start to see an improvement in turnaround times over the next 6 months.

	that we will be able to use electronic prescribing (between the practice and the pharmacy) when it is available in Wirral	
You want to stop having to ring at 8am for an appointment	Made more appointments pre bookable and encouraged patients not to call at 8am unless you need to be seen that day. Publicised online appointment booking to make it easier for those that work to book an appointment and reduce the pressure at 8am	More people are registering for on line services, calls for non urgent appointments at 8 am are reducing.

7 Confirmation of our opening times

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

You can call the surgery 8am-6.30pm on 0151 625 9171
 The surgery reception is open Monday 8am-6.30pm Tuesday – Friday 7am-6.30pm
 Outside of these times please call 0151 678 8496