

Everest House Surgery Patient Reference Group (PRG)

Annual Report 2013/14

1. Introduction

In September 2011, the partners of Everest House Surgery decided to initiate a 'Patient Reference Group' (PRG) with a view to involving patients in the review of the range and quality of the services we provide.

Like most practices, patients registered with Everest House vary in age and have a wide variety of different needs. In order to have a fair representation of the practice population we promoted our intention to start the PRG, and sought as many volunteers from all age groups, ethnic backgrounds and with different medical needs as we could, who would join the group.

A 'Patient Participation Group' (PPG) would then be formed from within the PRG. This core group would be elected members (elected by the PRG) who would liaise with the PRG and would represent the PRG when meeting the practice team to discuss and represent their views.

This report summarises the development and outcome of Everest House Surgeries PRG for 2013/14. It contains:

- Profile of the practice population and the PRG
- The process used to continue to recruit to our PRG & PPG
- The priorities for the patient survey and how they were agreed
- The method and results of the patient survey
- The action plan and how it was agreed
- How the action plan was implemented
- Confirmation of the surgery opening times
- Conclusion.

The conclusion will demonstrate the usefulness of the formation of the PRG/PPG and how we hope it will continue to help us develop our practice services to improve patient experience.

2. Practice & PRG Profiles

- **Practice Profile**

	Total Patients	Age <17	Age 17-65	Age >65
Total	13579	2786	8454	2339
Males	6829	1432	4343	1054
Females	6750	1354	4111	1285

- **PRG Profile**
- **Increased to 145 people**

	Total Patients	Age <17	Age 17-65	Age >65	On Chronic Register
Total	145	0	94	51	16
Males	57	0	34	23	9
Females	88	0	60	28	7

3. The process used continue to recruit our PRG & PPG

We tried to engage with patients that would collectively provide a cross section of our population to ensure that we can obtain a balanced representation of views and opinions of all of our patients.

- We continued publicising our PRG in 2013/14
 - Posters inviting patients are still displayed in waiting/Clinic rooms.
 - Introduction letters and patients' declaration of interest to join the PRG were left in the waiting rooms.
 - Our news letter issued in February this year has a section advising patients of the groups and how to join.
 - The new Envisage displays are used to promote the PPG.
 - New patients registering with the surgery are given info about the group and how to join.

- Further promotions were undertaken throughout the year.
 - Flyers were handed out during the year.
 - Private email was used (Friendsofeveresthouse@yahoo.com) for patients to be able to communicate with the PPG in confidence.
 - Publicity material was provided by the surgery to assist in the promotion of the PRG.
 - 'PRG suggestion box' is in reception and used for practice patients to make suggestions or comments on our service provision.

4. Agree with PRG issues to Survey.

The survey was to be carried out in the surgery

- Survey Topics were discussed at our quarterly meeting, based on the comments made by patients at the reception desk or via the PRG suggestion box in the waiting room
- Questions aimed at improving our services
- Finding out patients experiences after visiting the surgery.
- Appendix A shows our questions

The survey was agreed with Group and then carried out.

5. The method and results of the patient survey

- The Questionnaire was sent to members of the PRG.
- An area of reception was made available to the PPG
- Questionnaires printed out.
- Representatives of the PPG manned the area throughout the day, seeking patient participation.
- Patients were all helpful and wanted to give their views.

The results were collated and published prioritising the requests the group made.

The results this year were presented at a monthly Partners meetings where 2 members of the PPG presented the detailed findings of the survey.

6. The action plan and how it was agreed

The issues were all weighted and ranked in order of importance to the PPG. This gave the PPG/PRG a clear view of the priorities it felt the practice should deal with and the strength of feelings of the patients.

The PPG had meeting with the practice manager and the representative partner to discuss the findings. The items were discussed, the action plan agreed and the Practice Manager agreed to keep the PPG informed with the progress.

Items from the survey were further discussed at Partners, Clinical and Staff meetings ensuring that the findings of the survey were discussed and issues targeted.

The survey will be redone this year to see what improvements have been made.

The survey highlighted several staff training issues.

The content of the envisage display screens was an issue it was felt that it needed 'freshening up'.

Appointment availability was another area of concern.

Meetings were set up with telecoms suppliers

We set up an action group to investigate the appointment system to try to redesign it to get more patients through the system.

7. How the action plan was implemented.

All of the items on the survey were discussed at length by the PPG with the practice manager.

The practice manager met Partners, Nurses and to address the issues brought up by the survey.

The survey highlighted several staff training issues and we have agreed that every staff meeting will have a themed session reinforcing staff training on current roles, i.e. Reception Duties, Answering Calls, Queries etc all designed to improved customer service.

The envisage screens are reviewed monthly and seasonal issues as well as surgery information is changed to reflect the areas of concern within the surgery.

The partners set up an action plan to review the annual, quarterly and Weekly offerings of appointments. With new GP's starting it was felt this was a good time to revisit list sizes. The practice manager has tried to realign the list sizes. Protected appointments have been added on some days to try to have a more rounded service. The partners are discussing the need to add extra appointments and altering the allocation of urgent appointments.

The telephone contract has been renewed and we are able to have a controlled change from the 0844 number to the 01442 number, we currently have a 50/50 split on the incoming lines.

The Partners monitored the areas of concern and are eagerly awaiting a new survey.

8. Confirmation of the surgery opening times.

- Our Telephone Lines are open - Monday to Friday 8.30am to 6.30pm
- Our Reception Desk is open - Monday to Friday 8.00am to 6.30pm
- CLOSED FOR LUNCH - Monday to Friday 1.00pm to 2.00pm
- Extended Hours - We also provide extended hours for commuting patients for more information, ask at the reception desk.
- Outside these hours, call - 111 (for advice)

9. Conclusion

- We are delighted with the assistance from the PPG and the improvements they have assisted the surgery in making.
- From the inception of the PRG and the PPG, a significant amount of work and effort has been made by all parties in terms of:
 - Continuing to invite patients to join the PRG.
 - Carrying out more detailed surveys.
 - Analysing the results.
 - Communicating the results to the group and to the practice.
 - Monitoring and using the 'email address' and the 'facebook' accounts for efficient communication.
- The PRG with dialogue and discussions with the practice saw the successful installations of:
 - Plasma Screens for 'Health Information & Patient Call systems'
 - Auto-Arrival system for 'self check-in'
- Then continued in the second year 2012/2013 to:
 - New automatic doors
 - New phone line.
 - Improved car parking
 - Reduce GP Waiting times.
- Then this year continued quarterly meetings, progressing issues brought up by the PRG and the survey.

This is quite an achievement for a group which has only been in existence for 30 months. The work however, has not stopped there. The group is currently carrying out a further survey to enable them to further develop and improve our services.

Would you like to have a voice in how Everest House may change and improve its services in the future?

- Help us to further develop and improve our services.
- Join the 'Patient Reference Group', complete the 'interested in joining the PRG form', and drop it in the PRG box in the waiting room.
- Else, by completing a brief survey every few months in the future.

For more information on the PRG or to join the group please email:

Email Address: Friendsofeveresthouse@yahoo.com

Or check out the facebook account on the internet:

Facebook Account: [Friends of Everest House Surgery](#)

Survey Summary

Patients responded to the survey

The "Score" column is produced to show how happy we are with the aspect covered by each question and is calculated using the scores for each question as follows:
 (Excellent + Good) - (Average + Poor) = Score
 i.e. a **high number**, we liked the service/facility **most**
 a **low number**, we liked the service/facility **least**

	Excellent	Good	Average	Poor	Abstainers	Score
How do you find the accessibility of getting into the Surgery (e.g. foot, in wheelchair, on crutches etc)						
How do you find the accessibility of physically getting to your GP's Practice Room from the waiting room?						
How would you rate the Surgery Opening Hours and do they meet your needs?						
How easy do you find it, to be seen urgently, when clinically required?						
How easy do you find it to book ahead?						
How would you rate the electronic on-line appointments/repeat prescription system?						
How would you rate the automatic checking in system?						
How informative do you find the information on the TV screen?						
How easy is it to see your own registered GP?						
How would you rate the range/access of medical professionals available to you?						
How would you rate the different ways available to contact your GP/Surgery e.g. face-to-face, phone & electronically?						
How easy is your Doctor's Surgery to get to from home?						
How easy do you find it contacting your GP Surgery?						
How would you rate the cleanliness of your GP Surgery?						
How would you rate the relationship you have with the Reception team?						
How do you rate the manual repeat prescription process?						