

This report summarises development and outcomes of **SALISBURY HOUSE SURGERY** Patient Reference Group (PRG) in 2011/12.

It contains:

1. Profile of the practice population and PRG
2. The process used to recruit to our PRG
3. The Priorities for the survey and how they were agreed them.
4. The method and results of the Patient Survey
5. The Action Plan that was agreed and how it was agreed
6. The progress made with the action plan
7. Confirmation of our opening times

1. Profile of the practice population and PRG

Practice Population Summary for Bedfordshire and Buckinghamshire patients as we have patients in both counties.



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PRG Profile



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Regular visit the practice

2. The process used to recruit to our PRG

In order to recruit to our PRG we:

- Wrote to patients (see attached letter)



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- Put up Posters in Practice (see attached)



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- Informed them via our Newsletter



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- Informed them via our practice leaflet and our new registration questionnaire.



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- Asked Clinicians to invite, particularly to help engage younger patients, mums with babies, those with particular needs. Reminded the team at various practice meetings.
 - Offered leaflets to all patients attending practice (see attached)



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- Emailed patients (see attached) – copy of message sent to one of our members

Dear

thank you for attending our meeting. Are you able to attend a lunchtime meeting on Thursday December 15th at 12.30? We would like to ask the PPG to devise and manage a patient survey.

p.s. - I also want to set up a group e-mail, would you be in agreement for your e-mail details to be shared with the group?

Please find attached our latest newsletter and amended leaflet.

- Put information on the practice website www.salisburyhousesurgery.co.uk

Copied from our homepage:

“Do you want to have a say in how your surgery provides services?”

We are looking for patients to join our PPG Patient Participation Group- all ages from all backgrounds. Please contact us on the contact form to find out more! We have a dedicated section on the Surgery Information section.

3. The Priorities for the survey and how they were agreed them.

In order to determine the priorities for the survey we:

- Asked PRG at our first meeting
- Emailed Patients/PRG
- Asked for priorities on the practice website

4. The method and results of the Patient Survey

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

- First Practice Management Website
- Looking at various practices surveys
- Looked at Survey Monkey

We carried out the survey by using:

- Paper forms distributed in the surgery.



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- Email forms from a link on our website which had 'drop down' menus for ease of use.

Survey Results



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5. The Action Plan that was agreed and how it was agreed



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In order to develop the action plan the practice met to discuss these on 28th February 2012

In order to get comments from the PRG on the draft Action Plan we

- Email the group
- Met with the group on 28th February 2012 and we agreed the action plan.

The action plan is attached. The main actions were:

- Improve the availability of pre-bookable appointments]
- Improve the telephone access by installing a menu system on the phones
- Produce a credit card sized card with surgery opening times/ phone numbers
- Advertise the opening times on our electronic information screen in the surgery
- Messages on the telephone whilst waiting to be answered (rather than an engaged tone)
- Clearer information on our web site (all the information is currently on there)
- New practice leaflet

The areas where we could not achieve what the PRG wanted were:

- To have personal lists for GPs to ensure continuity of care.
This was discussed with the GPs and is not workable in such a big practice.

The areas where there were significant changes to our services were

- There were none

6. The progress made with the action plan

The summary of the progress as of 31st March 2012 is: **You Said..**

To Market our opening times in more ways

We did..

- *Updated our web site*
- *Included on our information screen in the 2 waiting areas*
- *Revamped our practice Leaflet*
- *More posters in the waiting room*
- *To have a message on the telephone re opening times instead of an engaged tone.*

The result is..

More patients aware of service provision

Increase appointments

- *(To do)- Audit capacity and demand of appointments and compare with national statistics*
- *We have just been accredited as a training surgery by Cambridge University and will have more clinical input and appointments from registrars.*

More pre- bookable appointments and more availability to book on line

Telephone system

- *We have just arranged for the company to install a menu option to give 6 locations for patients to contact relevant department directly.*

*Patients will now be able to choose;
Appointments
Results
Queries/ Home visits
Prescription queries
Medical secretaries re referrals
Administrator for med reports
etc.*

Web site

- *Updated but we may consider a new web site provider to ensure all information is clear and user friendly.*

- **Confirmation of our opening times**

Opening Hours

Monday - Friday: 8.30am-6.00pm

Last Wednesday of the month we are closed for training from 12-2.00pm but still available by phone

EXTENDED OPENING HOURS

Sat 8.30am - 12.30pm (3rd of each month)

Thur 6.30pm - 8pm Weekly

Fri 7.00am - 8.00am Weekly