

Patient Reference Group Report – March 2012

1. The Patient Reference Group (PRG) was established in 2010. We recruited volunteers to become members of the group by advertising in the practice. This was achieved by poster displays within the practice and individually inviting patients to join. We have advertised on our practice website for patients to join the virtual PRG. Additionally, we have invited patients personally to join the virtual group, and also advertised in the Patient Group newsletter. We have attempted to make the Group representative via the personal invitations.
2. We carried out a practice survey which was developed initially by the PRG and was modified to include a question about priorities for the development of the practice. This was devised in September 2011.
3. The survey was distributed to all patients being invited for flu vaccination by mail. In order to achieve a broader range of views, we surveyed patients attending the practice who were under 50 and also parents who attended the Child Development Clinic. The survey questionnaire was also published on the practice website. Details can be seen on the survey results.
NB: Not all questions were completed by the responders which accounts for some totals failing to reach 100%.
4. The practice survey was discussed on 24 January and 28 February at the PRG meetings. We reached full agreement of the desired changes of provision and manner of delivery of services, which are detailed below.
 1. Improving access for patients of the practice
 - a. Appointments provision and reduction of unnecessary appointments to be reviewed. This will include an analysis by reception staff of the calls received and of DNA data to be completed by the end of April 2012. Time scale **end of September 2012.**
 2. Communication
 - a. Improving email communication between practice and patients – regarding PPG, practice, getting email data etc from new patients.
 - b. Leaflets and display in the surgery, including various forms of media – paper, digital board etc. Time scale **end of May 2012.**
 3. Promotion of the Website. Time scale **end of March 2012.**
 4. SMS/email confirmation of appointments. **TBC**