

Patient Reference Group Report – March 2013

1. A review of the PRG report from 2012 noted that positive steps had been made with general communication, promotion of the website and SMS communication of appointments. However, the analysis of calls to reception and DNA data had yet to be completed.
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 January 2013. The focus was on patient contact with the practice.
3. The survey was distributed to all patients with repeat prescriptions in the month of January. 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. 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 19th March 2013 at the PRG meeting. We reached full agreement of the desired changes of provision and manner of delivery of services, which are detailed below.
 - a) Online Appointment Bookings (Vision Online) – it was highlighted from the 2013 survey that this process was slow and inefficient, ie signing up process both for administrators and patients. The website hosted by Vision had technical problems which discouraged use and increased telephone volume through reception. **Action:** meet with Vision Representative to address these problems. **Time Scale: 2 months**
 - b) Initial Contact with Practice/Receptionists – the PRG highlighted that patients may be unaware of services such as text messaging reminders and carers support. **Action:** Monthly targets where receptionists ask all patients for up to date mobile numbers, carer status. **Time Scale: To Commence April 2013**
 - c) Patient education regarding services offered – our survey suggested patients were not fully informed regarding the skill set and services offered by our nursing team of nurse practitioner, practice nurses and health care assistants. **Action:** Inform via practice website, patient newsletter and new patient registration pack. **Time Scale: 3 months**

- d) Telephone System/Reception Workflow – The telephone system is a recurrent problem which was also highlighted in last year’s survey. Our aim is to understand where the delays are occurring and what actions can be taken to rectify this. This is to include the surveys from paragraph 1 above. **Action:** Review statistics with phone company NEG and carry out a reception audit. **Time Scale: 6 months**