

Patient Reference Group Report – March 2014

1. It was agreed by the PRG (Patient Reference Group) that we would repeat the survey used last year as a comparison to see if measures put in place to deal with priority issues had been effective. For example, contact with the surgery and access to GPs.
2. The practice survey was carried out from February 2014 for 4 weeks. This survey was distributed to patients receiving repeat prescriptions, given out by PRG delegates to patients sitting in the waiting room and by doctors.
3. The data was collated and discussed at the PRG meeting on 18th March 2014. As a result of last year's survey the practice has returned to a 'geographic number' and removed the 0844 number which a large majority of patients were unhappy with. All phone calls are recorded which allows opportunities for education and training.
4. This year's survey can be viewed on the practice website.
5. The following was agreed by the PRG as a result of survey findings.
 - a. Educate and manage patient expectation on the telephone system, eg. best times to call, appropriate preparation for booking an appointment. This education will be provided via our newsletter and the information screen in reception. **Time Scale: 3 months**
 - b. Education on the role of the Nurse Practitioner which is a different one to the practice nurse. This will enable patients to be more confident in consulting with her. This will be done by publishing information in our practice newsletter. **Time Scale: 1 month**
 - c. The telephone system has been a recurrent problem and with the introduction of the new system including the 0208 number it is an opportunity to review the practice performance in terms of telephone response. **Time Scale: 3 months**