

Final Report PRG 2012

Our previous Patient Reference Group (PRG) comprised of 31 patients. These patients and patients attending surgery were asked to complete a form online to sign up to our virtual group. They were asked to complete the first survey at this point which asked for the areas they felt we should prioritise.

- Clinical care
- Getting and appointment
- Reception areas
- Opening Times
- Parking

Over the last 6 months every effort has been made to increase the size of our PRG. This includes our reception staff recruiting patients at the front desk, our doctors asking the patients during consultations to sign up and posters being placed around the surgery asking for patients support.

The main reason we asked our patients to sign up online was so we were able to contact them virtually. If a participant did not have access online then efforts were made to contact the patients through face to face group meetings, telephone calls or letters.

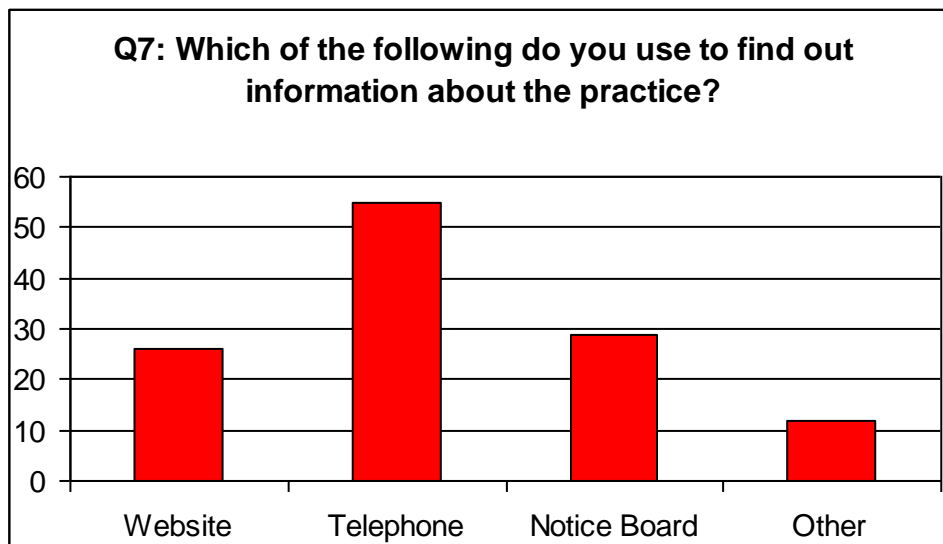
Method

Our first survey focused on what area the PRG found the most need for improvement. The results from this survey showed that getting an appointment was an issue for our patients.

The second survey sought to find the areas in which getting an appointment was an issue for our patients. The survey was produced online for the PRG and other patients to fill in. It was also given to patients in the surgery by the reception staff and GP's. 100 surveys were given out and 65 were returned from a cross section of our patient population.

Findings

Q7: Which of the following do you use to find out information about the practice?	Percentage
Website	26
Telephone	55
Notice Board	29
Other	12



Conclusion

We have chosen Questions 7's results to focus on for our action plan. Our website is the main area that we use to let our patients know about information on the surgery and the services we provide e.g. getting repeat prescriptions online.

What stood out the most from this survey was that patients were not aware we had different methods of making an appointment already in action.

- To get an appointment online there is EMIS access. To book an appointment, patient can sign up online with a username and password given by the surgery.
- The phone line has an automated appointment system. This allows patients to by pass the reception staff and book an appointment with their required doctor.
- There are direct dial lines for making an appointment, general enquires results and cancellations.

As you can see from the graph, the main way that patient like to find out information about the practice is through the telephone system. As most patients know it is very hard to get through to our telephones at certain times of the day

due to a need for urgent appointments in the mornings. We would like to make this service easier for patients and provide alternative to waiting in a queue on the phone line. This has already been put into effect by producing an automated system on our telephone system that allows the patient to make an appointment without going through reception. If we are able to remove the calls that are purely for finding out general information about the surgery than this will free up time for the urgent calls to come through.

This action plan has been set out from the findings.

- Alerting the patients to the website
- Producing poster and leaflets about our services
- Up to date information on the notice boards around the surgery
- Updating the LED screen to hold more practice information
- Promoting the myhealthlondon service provided by the mayor of London

Many patients say that they used the telephone to get up to date information on the surgery. We want to change this so that patients can access our practice information outside our opening hours.

At present we open from 8:00am to 6:30pm Monday to Friday and 8:30am to 01:00pm on Saturdays at our branch surgery. Recently we have added the Saturday clinic for patients who work full time and are unable to attend the surgery through the week.

The action plan was put on our website with an open forum for the PRG to discuss. This enabled them time to bring up any queries about the action plan. No queries were raised about our proposed action plan therefore we went ahead with the changes.