

Patient Participation Report

The PRG formation:

The Practice had problems attracting wide representation from the register practice population, despite the following steps:-

1. Notices in the waiting room and on the practice website
2. Leaflets handed out with repeat script and new patients
3. Personal invitation

There are 6 active members but unfortunately no males and no patients from an ethnic minority.

Survey:

The survey was created from existing validated patient surveys and was performed over 1 week in September 2011 with a response of 180 patients which we felt was representative of the whole practice and the results were collated and analysed in house. Discussions with the PRG suggested that question 4 was ambiguous and will not be included next year. Question 12 & 16 needed to include a comment from the patient as to why they were dissatisfied with opening hours/care respectively.

Survey Results:

This was discussed with the PRG on Tuesday 27 March 2012. We did not feel there were any major outstanding problems.

Question 11 regarding seeing a preferred Doctor was thought to be partly caused by the practice being a training practice with a yearly change of registrar.

There was some confusion as to why a number of patients were not able to book more than 2 weekdays in advance as it is possible to book an appointment with a Doctor or Nurse up to 4 weeks in advance.

There was a long discussion about the new automated arrivals system particularly with regards to patients with sight problems. There was some negative feedback that patients miss personal interaction with the receptionist but did not like to ask for help if unable to use the system and it was agreed that a notice will be placed by the screen advising that help was available from reception if required and use monitored over the next 6 months.

A suggestion was also made that more use could be made of the calling board to inform patients about the PRG.

Conclusion:

We will continue to promote the PRG in the hope that more patients will join and we will look at other ways of engaging different groups of patients.

Next years survey will be altered to be more targeted with questions more relevant to the needs of patients at this particular surgery.