

Description of profile of members of the Patient Reference Group (PRG)

Despite our efforts only 9 people attended our first meeting and 4 attended the second. We were pleased the group was reasonably representative of the practice population but disappointed that some groups were under-represented or not represented at all.

Steps to ensure the PRG was representative

We attempted to engage all the EHRC groups through written invitations based on all members of staff suggesting patients who may be suitable for the group (and whom in many cases had agreed to be approached when asked by the staff member) but ultimately they were not all represented in the group that actually attended.

In the next cohort we would like to maintain those members who have been involved this year but also particularly engage more Asian, Afro-Caribbean , eastern European, young, pregnant or recent delivery and LGBT patients and we will specifically advertise this point via our website and in surgery via the practice leaflet and the TV/Jayex system.

Reaching agreement on issues in the survey

The first PRG meeting discussed changes since March 2012, how the practice was working and its aims for the future. An open house discussion the followed where a number of issues were raised. These were distilled into 2 lists

- Smaller items requiring the attention of the practice but not needing to be on the survey
 - Notice periods needed by outgoing GPs
 - Dr Jarjis' retirement
 - New services offered, particularly the LTC to all patients identified and Nurse Triage at Badsley Moor Lane
- Broader issues on which a broader patient opinion was required
 - These are listed later in this document

Seeking the views of our patients

Patients were approached in the following ways

- Invitations to join the PRG either in person or by email 35 sent
- Survey in person at the practice- St Ann's
- Survey in person at the practice- Kimberworth Park
- Survey in person at the practice- Badsley Moor Lane

PRG opportunities to discuss action plans

Both meetings as detailed above provided opportunities for PRG members to contribute to the action plan.

Action Plan for the investigation and implementation of changes resulting from the survey and patient meetings

Item	Issue	Comments	Start Date	Actioned By	Completion date
Telephones	Better Access	To relieve the volume of calls by promoting the online services	April 2013	SMA	ongoing
	Consider integrating the telephones and PC's	To allow patient details to be brought up based on telephone number. As part of the above work.	March 2013	Stuart Abbott	April 2013

Online Services	Expand online booking of appointments	Emis Access has been implemented. It is advertised to patients through the practice website, posters and Jayex board and needs to be pushed further	April 2013	Stuart Abbott	Ongoing
	Expand online ordering of repeat medications	Emis Access has been implemented. It is advertised to patients through the practice website, posters and Jayex board and needs to be pushed further	April 2013	Stuart Abbott	Ongoing
In surgery	Appointments running to time	Advertise one problem per 10 minute appointment slot	May 2013	Stuart Abbott	May 2013

Summary of evidence from the patient survey

See website for details

Actions to be taken based on the summary of evidence

These are incorporated in the table above

Opening Hours of the practice

Main Surgery			Branch Surgery		
Reception Desk	Mon-Fri	7:00 to 6:00pm	Reception	Mon-Fri	8:00 to 10:30am
				Mon	3:00 to 8:00 pm
				Tues - Fri	1:00 to 3:00 pm
Telephone	Mon-Fri	8:00 to 6:30pm	GP appts	Mon-Fri	8:00 to 10:30am
GP appts	Mon	7:00 to 1pm		Mon	3:00 to 8:00 pm
		3:00 to 5:45 pm		Tues - Fri	1:00 to 3:00 pm
	Tues - Fri	7:00 to 10:30am			
		3:00 to 5:45 pm			

These are currently published at <http://www.stannsmedicalcentre.co.uk/v5/openingtimes.php> and on our practice leaflet.

Extended Hours

St Ann's offers an extended hours appointment system. These are appointments which fall outside GP "core hours" of 8am to 6:30pm. These are offered from 7am to 8am Tuesday to Friday at St Ann's and from 6:30pm to 8pm on Monday evenings at our Kimberworth Park branch surgery