

Patient Reference Group Annual Report 2013 - 2014

Report Location:

Website

Patient Participation Folder

Report Implementation and Review:

Mrs K Louth – Practice Manager

Mrs G Jones – Assistant Practice Manager

Hackness Road Surgery Patient Reference Group Annual Report 2013 - 2014

The objective of the Patient Participation Group is to ensure that patients have the opportunity to be involved in decisions about the range and quality of services provided and over time, are commissioned by the practice.

Hackness Road Surgery established a Patient Participation Group in 2011. Formerly our group activity was through email correspondence but over time has developed and a meeting group was formed. Some of our former email members were unable to commit to attending meetings but did still wish to participate so the practice adapted by setting up two groups; Patient Reference Group and Virtual Patient Reference Group.

Hackness Road Surgery Patient Capitation By Age and Gender @ February 2014

Age	Male	Female	Total	% of Patient Population
0 -16	279	241	520	16%
17 - 24	146	113	259	8%
25 - 34	134	129	263	8%
35 - 44	150	184	334	10%
45 - 54	197	252	449	14%
55 - 64	222	267	489	15%
65 - 74	209	272	481	15%
75 - 84	122	167	289	9%
85+	50	109	159	5%
Totals	1509	1734	3243	100%

Description and Profile of the Members of the PRG

Patient Reference Group – Meets quarterly at the surgery and has 16 members 10 female and 6 male, ages range from 36 to 85.

Virtual Patient Reference Group – Members are contacted periodically by email for their opinions and views and has 14 members, 10 Female and 4 male, ages range from 28 to 87.

Age	Email Members		Meetings Members		Total Members			% of PRG By Age Group
	Male	Female	Male	Female	Male	Female	Overall Total	
0 -16	0	0	0	0	0	0	0	0%
17 - 24	0	1	0	0	0	1	1	3%
25 - 34	0	2	0	0	0	2	2	7%
35 - 44	0	0	0	1	0	1	1	3%
45 - 54	1	2	0	0	1	2	3	10%
55 - 64	0	2	2	3	2	5	7	23%
65 - 74	3	2	4	4	7	6	13	43%
75 - 84	0	0	0	1	0	1	1	3%
85+	0	1	0	1	0	2	2	7%
Totals	4	10	6	10	10	20	30	100%

The PRG is promoted in many different ways to ensure we attract as many patients as possible. The poster (appendix 1) was placed on the notice board in reception inviting patients to join the PRG and leaflets (appendix 2) are promoted on the reception counter and in new patient registration packs. The PRG is also advertised on the website and in the Patient Information Leaflet (appendix 3). All staff is active about promoting the PRG to patients when visiting the practice. Management have targeted the under 45 age range including the younger age bands to explain what the PRG was about and to encourage interest, some degree of success has been achieved and the age range of the PRG has improved on previous years. However, due to personal commitments of either work or family we have found it hard to gain full representation from the under 45 age range. We continue our endeavours to attract members to the PRG from all age groups and improve the age range.

It was agreed that the GPAQ – R (Version 4) would be used, this survey has been developed to meet practice needs for patient surveys and is a nationally recognised survey. It is reproduced with the kind permission of the University of Manchester and the University of Cambridge. GPAQ incorporates the Primary Care Assessment Survey (PCAS); with permission from Dr Dana Gelb Safran creator of PCAS.

The survey of patients was conducted with patients being canvassed when visiting the practice and an invitation to complete the survey was advertised on the front page of the website. 183 surveys were fully completed and the results of the survey are available to view on the website www.hacknessroadsurgery.co.uk select Survey Results on the menu.

The results of the survey were discussed at the PRG meeting held in February 2014, the general consensus was that Hackness Road Surgery continued to offer an excellent service and patients were happy overall. However, all present acknowledge that there is always room for improvement and following the meeting a list of actions were drawn up and circulated to the PRG members for any further comments.

The table below shows the actions agreed, how they are to be achieved and by when.

Action Plan 2013/14

Action	How	Who	When	Completed
Online access including appointments online to be promoted to further relieve pressure on the telephones.	Newsletter	Management Team	November /December 2013 & 2014	Dec-13
	Waiting Room, Poster, Information Leaflet	Management Team	April/May 2014	
	Website	Management Team	March/April 2014	

The practice currently provides appointments 4 weeks in advance, this could be reviewed to 6 weeks.	Discuss at the practice meetings the suitability of appointments being available to book on the system 6 weeks in advance.	Management Team	April/May 2014	
Suggest to TPP that the online access could provide information on date and time of any future reviews as a reminder for patients.	Contact TPP	Management Team	March/April 2014	
Consider the timing of patient reviews and recalls for chronic disease management.	Work towards moving dates of reviews to the quieter months to relieve appointments during the busier times of the year.	Clinicians & Management Team	Ongoing 2014/15	
Support the PRG in promoting good health and community spirit.	Offer staff support at structured events.	Clinicians & Management Team	Ongoing 2014/15	

Surgery Opening Times

Hackness Road Surgery

Monday	08:30 - 20:15*
Tuesday	08:30 - 18:30
Wednesday	08:30 - 18:30
Thursday	08:30 - 18:30
Friday	08:30 - 18:30
Weekend	<i>closed</i>

* We offer late appointments on Mondays up to 20:15 to accommodate those who are unable to attend during normal working hours.

We also offer a sit and wait option on Tuesday, Wednesday, Thursday and Friday's for patients with an urgent requirement or book on the day patients closing up to 18:30-19:00.

Cloughton Branch Surgery

Monday	14:00 - 16:00
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Tuesday	09:00 - 12:00
Wednesday	
Thursday	
Friday	09:00 - 12:00
Weekend	<i>closed</i>

If you require medical help or advice outside of these hours and it's not a 999 emergency call 111 to access the NHS111 Service

You will be assessed, given advice and directed to the local service that can help you best. Calls are free from both landlines and mobiles.

You can also check your symptoms online with NHS Health and Symptom Checkers or download the NHS health and symptom checker app or access health advice and information on NHS Choices.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.