

MOORE STREET SURGERY
PRG REPORT
MARCH 2014

This report summarises the development and outcomes of the Patient Reference Group (PRG) in 2013/14.

The report contains:

- A profile of the PRG.
- Priorities for the 2013/14 patient survey and how they were agreed with the PRG.
- Method and results of the patient survey.
- How the survey findings were discussed and changes agreed with the PRG.
- Details of the Action Plan agreed with the PRG.
- Confirmation of practice opening times.

About Moore Street Surgery Reference Group

Moore Street Surgery invited patients to join the practice PRG group in January 2012. We are always trying to improve our service to the patients at Moore Street Surgery and we hoped they would like help the practice start a Patient Reference Group as a method of communication with patients to keep them informed of practice development and seek their opinion on the way services are delivered in the practice.

Patients were invited to join through posters displayed, information on practice website, face to face and by opportunistic invitation.

The current PRG has 8 members. They range in age and mixed gender. The PRG is open to all practice population. There are gaps in the representation of the group and the practice is continuing its efforts to engage with people in these groups through literature, advertisement and mailing.

Practice Survey

In December we held a ~PRG meeting. We discussed in depth issues regarding appointment system and access. As a group we decided to do the practice survey on this subject.

Method and results of patient survey

The Survey was started the end January 2014 and collated mid-March 2014. Copies of the survey were posted to 50 random mixed race / gender / age patients. We also had paper copies of the questionnaire to be completed in the surgery and posters advertising where and how patient could complete the questionnaire. The results of the questionnaire were discussed by the PRG group on 27th March 2014.

Copy of the survey and results are attached and available on the practice website.

How the survey findings were discussed and changes agreed with the PRG

The results of our Practice questionnaire were discussed with our PPG group members at our meeting on Thursday 27th March. We reviewed the answers and discussed action plans to any issues.

Action plan agreed with the PRG

[Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate, reasons why any such findings or proposals should not be implemented].

You said...	We did...	The result is...
How patients book appointments.	Our PRG discussed the different methods patients can book appointments, it was felt that patients needed more information on what methods are available in practice.	Posters enlarged in reception area and information updated on practice website.
Patient access.	The PRG group discussed in length about patient access. It was felt that one the main areas that could be improved is missed Doctor / nurses appointments.	We decided on updated monthly posters up in reception stating how many missed appointments there have been. Also letters to patients that DNA appointment.
Open access	Over all the open access service that we have at the surgery is liked. Unfortunately we can have quite a lot patients use this service, which mean long waiting times to be seen. To improve this service we need to have better patient education of what is appropriate to attend this service.	Posters in reception asking patients with long term conditions to make routine appointments. Dental issues to go to a dentist. Sick notes not to be issued unless relating to the problem the patient has come with. Posters of illness that can be treated via chemist.

Opening Times.

You can contact the surgery by telephone between 8:30am and 6:30pm Monday to Friday.

Between 8am and 8:30am Monday to Friday you can contact the surgery via the mobile telephone number – please use the usual surgery telephone number below to obtain this contact number, when needed.

The telephone number for the surgery is 0151 944 1066.

The surgery reception is open 8:30am – 6:30pm Monday to Friday

We are closed for staff training one Wednesday afternoon per month.

Outside of the normal surgery opening hours, please contact the out of hours service on 0151 944 1066