

Allport Surgery

PATIENT REFERENCE GROUP REPORT

This report summarises development and outcomes of Allport Surgery patient reference group (PRG) in 2013/14

It contains:

1. Profile of practice population and PRG
2. Process used to recruit to our PRG
3. Priorities for the survey and how they were agreed
4. Method and results of patient survey
5. Resulting action plan and how it was agreed
6. Progress made with the action plan
7. Confirmation of our opening times.

1 Profile of practice population and PRG

Practice population summary

The Practice Population at March 2014 is 4337. The average age of patients is 41 with a higher ratio of female patients to males. The age breakdown of the practice population is:

Age	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80+
Female	291	230	222	287	338	225	274	198	127
Male	284	245	205	257	336	280	221	187	100

PRG profile

Membership of the PPG is open to all patients of the practice aged 16 and above. There is a maximum of 12 members at any time including Chair, Vice-Chair, & Secretary. Membership of the group aims to mirror as far as possible the practice population. Efforts have been made to attract patients from all minorities and ages but this does prove difficult, however, the PPG will continue to review their membership periodically. The Practice has a Facebook & Twitter page to try to attract the younger population. The practice has a 'Virtual Patient Group' for those who cannot attend a meeting, this currently has 36 e-mail or home addresses.

The Group meet every 6 weeks and the meetings commence at 5.30pm at the Practice and finishes approximately 7.30pm.

Dates for the year are set at the beginning of the year. The Partners, Dr H Walton, Dr J Brocki & Dr P McLaren, Practice Manager Victoria Ward are invited to attend each meeting.

A member of the PPG regularly attends the Wirral Health Commissioning Consortium's PPG meeting, and feeds back to group.

2 Process used to recruit to our PRG

To recruit to our PRG we:

Asked for volunteers via our calling board system

Put flyers around the waiting room asking for volunteers for the Virtual Patient Group, I then e-mailed all patients to ask if they would be interested in joining a regular meeting.

Cherry picked patients who had given feedback to the Practice in the past.

3 Priorities for the survey and how they were agreed

Because the PPG was in early stages, we used an official survey company CFEP. The surgery had used them before & find they cover all aspects of General Practice.

4 Method and results of patient survey

A practice survey is performed in annually, a total of 152 patients (approximately 3.5% of the practice population) completed the survey. 90% of respondents still rate their overall satisfaction as excellent or good.

Please see appendix 1: Patient Survey

5 Resulting action plan and how it was agreed

To develop the action plan, the practice discussed it on 23rd January 2014

To get comments from the PRG on the draft action plan we:

- Emailed the virtual group
- Met with PPG on 23rd January 2014

We agreed the action plan with the group on 23rd January 2014

The action plan is attached. The main actions were:

- Telephone Access
- See Practitioner of choice
- Waiting time

6 Progress made with the action plan

A summary of the progress as of 31st March 2014

You said...	We did...	The result is...
Difficulty getting through on the phone	We have installed a new phone system. This system allows us to monitor busy times so we can staff accordingly	To be monitored as early days
See Practitioner of choice	The proportion of appointments available on the day V prebookable appointments was reviewed. Being a small practice & having 3 part-time GPs this is difficult to achieve. A poster showing the working days of GPs to be put in waiting room & website.	If a patient has to come back & see the same GP this is possible albeit there may be a wait for a few weeks, however, the knock on effect is that appointments on the day have reduced. The surgery continually looks at the apportionment of appointments to ensure best practice for patients.
Waiting time	On reviewing Partner sessions it was felt telephone consultations can take a long time, these have been moved to try to alleviate a knock on effect to those patients attending surgery	A white board informing patients of any delays during surgery time.

7 Confirmation of our opening times

As a result of the survey we have not changed our opening times. They are:

You can call the surgery 8.00am – 6.30pm Monday to Friday on 01513285630

The surgery reception is open 8.30am – 6.00 pm Monday to Friday

Surgery times are

Monday	8.30am – 6.00pm
Tuesday	8.30am – 8.30pm* Extended Hours service
Wednesday	8.30am – 6.00pm
Thursday	8.30am – 6.00pm
Friday	8.30am – 6.00pm

The extended hours service is for pre-bookable appointments, primarily for employed patients, and is not an emergency service.

From time to time the Practice staff, clinical and non clinical, have to undergo training. On these occasions, if you require the services of your GP, and you cannot wait until the following day, you will be asked to ring the GP Out of Hours service.

Outside of these times please call the GP Out of Hours service on 0151 678 8496