

Allport Surgery

PATIENT REFERENCE GROUP REPORT

This report summarises development and outcomes of Allport Surgery patient reference group (PRG) in 2014/15

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 2015 is 4374. We have a very normalised population which covers each of the dominators with no pockets of significance or high demand. The average age of patients is 41 for Female and 40 for Male, with a higher ratio of female patients to males.

The age breakdown of the practice population is:

Age	<=16	17-24	25-34	35-44	45-54	55-64	65-74	>=75	Total
Female	462	174	268	319	315	238	266	210	2252
Male	485	157	218	306	336	212	222	186	2122

	White	Mixed/Multiple ethnic groups	Asian/Asian British	Black/African/Caribbean Black British	Other/non disclosed
Practice Population	3889	102	84	24	275

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 62 e-mail or home addresses.

The Group meet every 8 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 annually a total of 104 patients (approximately 2.4% of the practice population) completed the survey.

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 5th February 2015.

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

- Emailed the virtual group
- Met with PPG on 5th February 2015

We agreed the action plan with the group on 5th February 2015

The action plan is attached. The main actions were:

- The need for an electronic push pad door system
- More Pre-bookable appointments
- Improving the envisage calling in system

6 Progress made with the action plan

A summary of the progress as of 31st March 2014

You said...	We did...	The result is...
Queuing system in the reception area.	Due to the small area between the reception desk and the entrance it has proved difficult to create a queuing system and therefore we have put in for a bid for monies from NHS England to improve the reception area as a whole	Awaiting outcome of bid.
Inability to get through on the phone.	Separate phones lines have been given for results and practice manager & office manager to help reduce the numbers going through to reception. Practice mobile number has been given to some services.	Reception phone lines have seen an improvement in call volumes.
Blood Test Availability	Due to a change in commissioned service the phlebotomy service will hold the appointments for all gp practices from April 15	More availability over the Wirral as a whole.

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	8.15am – 6.00pm
Tuesday	8.15am – 8.30pm* Extended Hours service
Wednesday	8.15am – 6.00pm
Thursday	8.15am – 6.00pm
Friday	8.15am – 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