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Leadgate Surgery

Local Patient Reference Group Report 2012-13

Leadgate Surgery has had a patient focus group for many years. The existing group recognised the need to engage new people and a leaflet and poster campaign within the surgery and community venues, including the post office and community centre was agreed.

Also, to increase the likelihood of gaining a representative group of members from the community, an invitation to become part of a patient reference group (PRG) was placed at the end of the patient questionnaire which was also distributed to community venues including Sure Start and the new, very busy, mobile gym. All of the new members who have joined the group expressed their interest on the questionnaire.

Profile of the group

Following the recruitment drive, we now have a group of nine registered patients. The group consists of eight females and one male with ages ranging between 39 and 74 with most patients in their 50's. Over half the practice population is within this age range. All patients on the group are white British which represents 99.6 % of the population of Leadgate. There is a mix of working and non working members and members with caring responsibilities. Recruitment to the PRG will be ongoing throughout the year, with the involvement of the GPs and voluntary sector in identifying possible members from the most hard to reach groups.

Patient Survey

There was no patient survey during April- March 2013. It was decided to wait until the action plan items had been completed.

The action plan was developed to address or mitigate the issues raised. These issues included

- telephone access
- redecoration of the surgery

- carpeting of the surgery
- the main entrance doors
- information provision especially regarding the opening times, compliments and complaints procedures

The PRG recognised the limitations of the structure of the building which includes the main entrance and that it was not possible to prevent patients overhearing patient conversations with reception staff. The group decided that patients could be made aware that they can ask to speak to a receptionist privately.

The PRG discussed opening hours before 8am and Saturdays. Some of the patients highlighting these times as additional times they would like the surgery to open. However, the group agreed that as a significant number of patients did not know that the surgery is open at lunchtimes or after 6.30pm, that we do not change the hours but promote the current opening times.

Opening times

The surgery is open

Monday	8.30 - 5.30pm
Tuesday	8.30 - 5.30pm
Wednesday	8.30 – 7.15pm
Thursday	8.30 - 5.30pm
Friday	8.30 - 5.30pm

Access to the surgery during core hours is via telephone Te. 01207 583555
Under the Extended Hours contract healthcare professionals are available between 6pm-7.15pm every Wednesday.

Response to appointment pressures

In order to deal with the increased workload, due to a large increase in registered patients, the PRG heard that the GPs are to undertake more telephone consultations. This means that patients may be offered a follow up telephone consultation rather than an appointment.