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Leadgate Surgery

Local Patient Reference Group Report 2013-14

Leadgate Surgery has had a patient focus group for many years. The group continues to recognise the need to engage new people and doctors have been encouraging patients to become part of the group.

Profile of the group

The group of ten registered patients consists of eight females and two 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

The practice survey this year was different from previous years as we are following the NHS Improvement Scheme- Productive General Practice and it was decided to use Patient Experience Survey from the scheme. This survey measures how patients **feel** during each part of their contact with the practice,

1. Accessing your appointment
2. Arriving and checking in
3. Information
4. Waiting
5. Consultation and next steps.

The survey was carried out over 5 days in June 2013, with questionnaires handed to patients on each day of the week. Over 100 questionnaires were returned.

We were interested to find out if the improvements discussed at the last PRG regarding appointment pressures, through providing more telephone access to doctors, and the recent building improvements had an effect on the way people felt about the practice.

Results

The overall results (published on website) were that patients felt happy with every aspect of their contact with the practice.

We also received over 200 comments which highlighted that the improvements to the appointment system and building had a positive impact on how people felt. There were many comments that reception staff were pleasant, efficient and “go out of their way to help” and that clinical staff listened to patients and involved them in their care.

Only one slightly negative comment, regarding the wait for a nurse appointment for a fasting blood test.

Action Plan

- Continue to monitor patient access to appointments
- Gather and analyse data, following the Productive General Practice “Knowing how we are doing” module, for discussion with Practice Staff in September away day.
- Identify areas for further in depth work regarding
 - Back office
 - Consultations
 - Front of House
 - Prescriptions
 - Referrals