

Patient Participation Report 2013/14

1. Profile of the PRG

Here at Liscard Group Practice we have a small virtual Patient Group. We are striving to encourage more Patients to join. We advertise this on our website, messages on our electronic information system in the waiting area and in our newsletter.

2. Priorities for the survey and how they were agreed with the PRG.

We decided to continue with last year's action plan but to increase the uptake of Patients being able to access online appt's and repeat prescriptions. A decision was also made to introduce electronic prescribing.

3. Method and results of patient survey

The Survey was performed to 3 months in the Practice. This Survey was available electronically on our website and in the Practice at reception. We received over 200 surveys back.

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

The results of the survey was shared with the Staff and Gp's and placed on our website.

5. Action plan agreed with the PRG



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6. Opening times

The Surgery is open Monday to Friday 8am – 6:30 pm. Patients can also phone the Practice between these times. The Surgery is closed for lunch between 12:30 - 13:30. In case of an emergency there is a message on our phone system advising patients to phone 07935 221333.

7. Extended hours

The Practice offers extended hours on a Monday and Tuesday evening alternating. 6:30pm – 8:30pm