

PATIENT REFERENCE GROUP REPORT

This report summarises development and outcomes of **Liscard Group Practice** patient reference group (PRG) in 2011/12.

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

Please see Excel Spreadsheet.



Practice Population
Summary

PRG profile

Please see Excel Spreadsheet.



Liscard Group
Practice PRG Profile

Liscard Group Practice holds Quarterly P.P.G Meetings.

Quite often if one of the group is attending the Surgery for any reason they will pop into see me.

2 Process used to recruit to our PRG

We wrote to a cross section of Patients. **“See Attached Invitation”**



Invitation to P.P.G

We also attached this same letter on the Practice Website

3 Priorities for the survey and how they were agreed

To determine the priorities for the survey:

We asked the PRG for their contact details and wrote/ emailed them for suggestions.

I also posed the question on our website with a suggestion form which would automatically come through as an e-mail to our Liscard Group Practice in box. Please see www.liscardgrouppracticewirral.nhs.uk **Suggestion/Enquiries Tab.**

There was also a suggestion Form on the Reception desk.

4 Method and results of patient survey

Once we had established the priorities we developed the questions using:

- Together with myself, Dr K Crossland and the P.P.G we developed the questions around the response that was generated on the website and the groups suggestions.

Canon Roy Lawrence designed the survey format and suggested the title. As a group we were all happy with.

“Have Your Say”



"Have Your Say"
Survey

We carried out the survey using:

- Paper forms, those were available on the Reception desk.
- Forms Clipped to Prescriptions.

- Added as an attachment to the website that once completed would be sent through to an e-mail in box.

We carried out the survey “between” [July 2011- 30th Sept 2011]

Survey results

1. Patients unable to make contact with the Practice via phone system.
2. Evening Appointments. **“Please see Question 5”**
3. Accessing other providers ie: Midwives
4. Quarterly Newsletters.

5 Resulting action plan and how it was agreed

To develop the action plan, the practice staff discussed the findings and the proposed action plans on **5th November 2011 at our Practice meeting.**

To get comments from the PRG on the draft action plan.

- The PRG were emailed and letters sent with the findings of the survey.
- Dr K Crossland and I Met with the **PRG on the 11th October 2011** to discuss the findings.

We agreed the action plan with the group on **11th October 2011 at are meeting**

The action plan is attached.



P.P.Survey action
Plan

The main actions were:

1. New Phone system.
2. Quarterly Newsletter. **“Please see attached”**



Quarterly Newsletter Nov. 2011.pub

- 3 The return of the Midwives back into the Practice.

4. The P.R.G also asked for a forum on the website.

We achieved all the areas that the PRG requested. The survey had highlighted that some Patients where not sure of the Services we provided. The P.R.G agreed that by adding the Services we provide to the website, www.liscardgrouppracticewirral.nhs.uk , Patient Leaflet and our information screen would be helpful.

Evening appointments are also available alternative Monday and Tuesday evenings with a Doctor and a Nurse. This information is on the website, patient Leaflets and Information screen in Patient waiting room.

6 Progress made with the action plan Please see attached P.P.Action Survey Plan in Question 5

A summary of the progress as of 31 March 2012 is:

7 Confirmation of our opening times

As a result of the survey we **[have not]** changed our opening times.

They are: Main Surgery Hours 8:00 am – 6:30pm Monday – Friday

Late Evenings Monday – Tuesday alternating 6:30pm – 8:30-pm Appt’s available with a Gp and/or a Nurse.

You can call the surgery **8:00am – 12:30pm 0151 638 4764 12:30pm – 13:30pm 07935221333**

The surgery reception is open: **8:00am – 12:30pm 13:30PM – 6:30PM**

Surgery times are: **8:00 am – 6:30pm Monday – Friday**

We are open at evenings: **Monday – Tuesday alternating 6:30pm – 8:30pm. Appt's available with a Gp and/or a Nurse**

Outside of these times please call: **The Practice on 0151 638 4764 where your call will automatically be transferred to Wirral Gp Out Of Hours**