



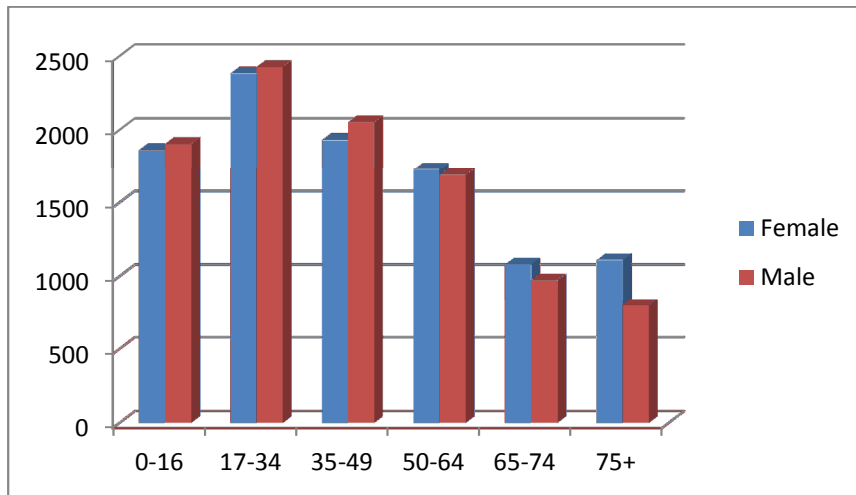
## **Munro Medical Centre Patient Reference Group Report**

There are currently 83 members in our PRG with 12 in the core group and 71 in the wider group. We are anticipating opening up the group to new members in April 2014.

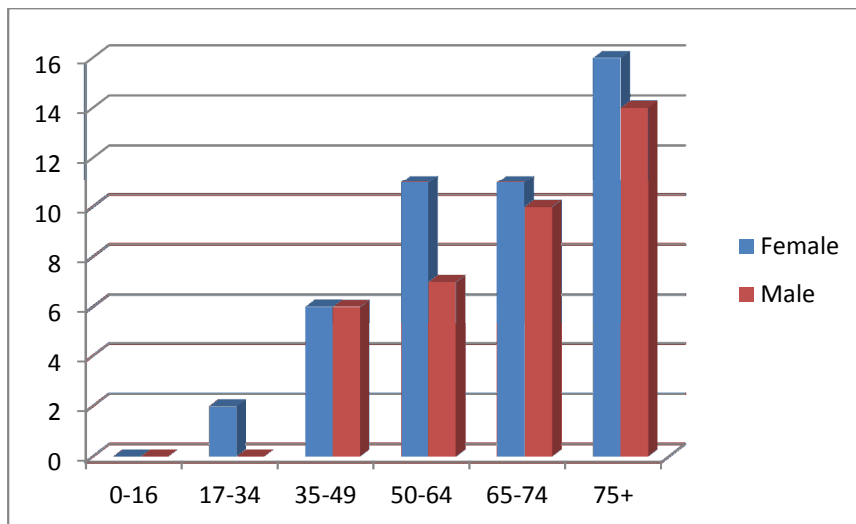
The practice and patient participation group have made great efforts to make the group as representative of the practice population as possible. This has included;

- Members of the patient participation group approaching patients in the waiting room to explain the role of the PPG & asking if patients would like to join
- Invitations to join the PPG on waiting room electronic screen & notice board
- Email invitations to ask if patients would like to join
- SMS messaging to invite patients to join

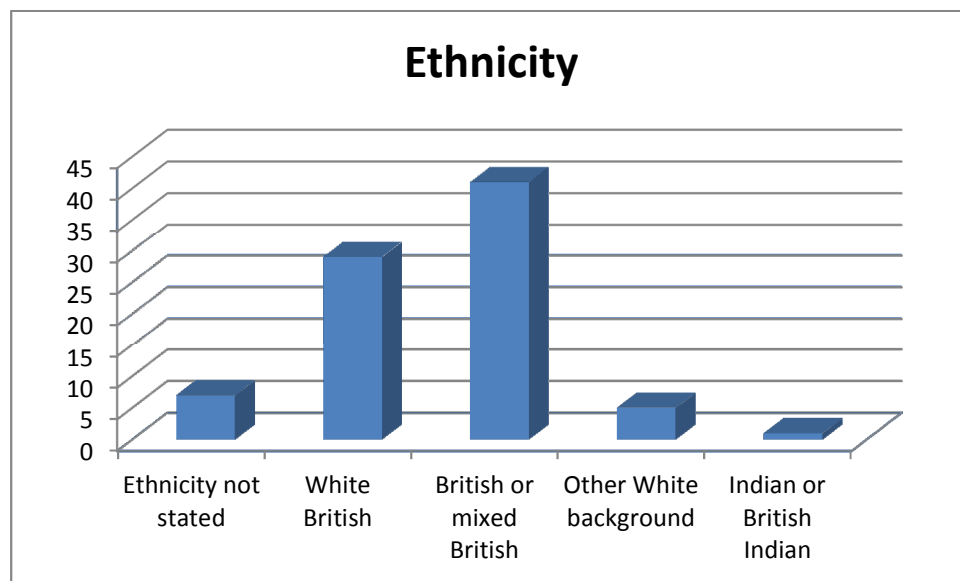
### **Age/Sex of Practice Population**



### **Age/Sex of PRG Members**



## **Ethnicity of PRG Members**



## **Patient survey 2013-14**

The steps taken to determine and reach agreement on the questions included in the practice survey took place during September 2013. This included emailing the wider group and discussions at the PRG meeting on 9th September 2013.

The survey was available for completion for a period of 6 weeks from October 5<sup>th</sup> to November 17<sup>th</sup>, both online through our website and also as paper copy which was available from reception.

Patients were invited to complete the survey by:

- Advertising notices/posters in the surgery
- Patients presenting at the Dispensary or Reception desk offered web link and information leaflet to electronic copy of survey, or offered full paper copy of survey on request.
- All PRG members with an e-mail address were sent an e-mail with the link to the survey and asked to complete.
- All patients for whom we had a valid e-mail address sent a brief e-mail inviting to complete.
- For patients who had a valid mobile number recorded in their record an SMS text message was sent, inviting them to participate in the survey. We did this twice – once at the start of the survey, and a reminder approximately a week before the close date. Both encouraged a large number of completed surveys to be completed each time.
- Members of PRG attended the Practice to distribute the survey to patients

The survey this year consisted of 29 questions, the last of which was left open for any additional comments.

We received 491 completed surveys, with 444 completed online, and 47 received as completed paper copies, this equates to approximately 2.47% of the total number of patients we have registered at the practice, which is marginally up on last year. Paper

copies received were added to the online survey identified and numbered on the filed copies so they can be referred to if necessary, this helps us to analyse the results and produce statistics more easily, and also assists us should the results need to be audited.

The following action points were discussed and agreed at the PRG meeting on 13<sup>th</sup> January 2013:

- Action point 1: We will undertake short 'Satisfaction surveys' with patients that are in the surgery to see a clinician to tell us their experience on that particular day. Hopefully this will highlight any improvements we can provide.
- Action point 2: We are arranging more training for our staff on the phone system to allow us to better monitor the busy times on the phones.
- Action point 3: To raise awareness of the online service through notices, emails and sms messaging.
- Action point 4: The automated door plans have now been finalised, as well as the main door being replaced by a fully automated sliding door, the internal lobby door will also have push button electric doors and the double doors into the clinical corridor will be power assisted to make access easier. This has been diarised for March 2014. The parking bays in the car park are also due to be renewed in the spring.

Improvements taken from the action points from last year's survey include:

- Reviewed diabetes care, updated information packs given to patients, refresher training for nurses on foot care and management including medication.
- Customer care in-house training has been done via web based training and department meetings. External training planned for February 2014
- Signposting triage. This has been put on hold as it was decided the system would be too lengthy for patients.
- Extended hours. Late evening appointments are currently typically offered on four evenings per week. To increase the extended hours from the late nights currently offered would not be viable at this time
- External door to be fully automated in Spring 2014
- Green land between the surgery and pharmacy, this cannot be recommended to be used for parking as drains run under it.
- Feasibility study has now been completed for Pinchbeck, a decision is awaited on the level of improvement to be made.
- We now have a feedback box located in the area reception for patients to leave their comments in.

Opening hours of the Practice:

Monday	8 am – 6.30 pm
Tuesday	8 am – 6.30 pm
Wednesday	8 am – 12.30 pm (Closed for Training) 1.30pm - 6.30 pm
Thursday	8 am – 6.30 pm
Friday	8 am – 6.30 pm

To obtain access to services during these hours you can:

- Telephone the practice on 01775 715999
- Visit the practice
- Book appointments and order repeat prescriptions online (Sign up required)

We also have extended hours clinics, for booked appointments only at the following times:

Monday	6.30 pm – 8.00 pm
Tuesday	6.30 pm – 7.30 pm
Wednesday	6.30 pm – 8.00 pm
Thursday	6.30 pm – 8.00 pm

Are you interested in the PRG and how you can be involved? If so please contact the PRG at [prg\\_comments@munromedicalcentre.co.uk](mailto:prg_comments@munromedicalcentre.co.uk) or ask at reception.