

Practice Name: Earlston & Seabank Medical Centre

PATIENT REFERENCE GROUP REPORT 2013/14

This report summarises the development and outcomes of Earlston & Seabank Medical Centre Patient Reference Group (PRG) in 2013/14.

It contains:

1. A profile of the PRG
2. Priorities for the 2013/14 patient survey and how they were agreed with the PRG.
3. Method and results of patient survey.
4. How the survey findings were discussed and changes agreed with PRG.
5. Details of the Action Plan agreed with PRG.
6. Confirmation

1. Profile of the PRG

Earlston PRG and Seabank PRG had been in existence for a couple of years and has since joined together following the merge of Earlston MC and Seabank MC in March 2013. The merged group has a cross section of patients. The youngest being 33 years and the eldest member aged 85 years. The group is a mixture of both men and women.

The practice has actively promoted the group over the years. This has been done by posters on our notice board in the waiting area, word of mouth, newsletters and our website.

Membership of the group is open to all interested patients.

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

During a PPG meeting the group were asked if they had any suggestions for the patient survey.

Suggestions were as follows:

- Is the practice open at a convenient time?
- Can you get through on the phone?
- What are the staff and GPs like?
- How long do you have to wait in the waiting room before seeing your GP?

3. Method and results of patient survey:

Gmail survey forms were printed out and given to patients when they attended the surgery. The results were then entered onto the system.

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

The results of the survey were discussed at the PPG meeting on 20th December 2013

5. Action plan agreed with the PRG

You said...	We did...	The result is...
We are open at a convenient time	Practice is looking at ways to meet the government challenge for GP practice	Longer opening hours
We can get through on the phones	Keep up the good work	Be accessible for patients
We find receptionists helpful	Keep up the good work	Patients are supported by reception staff
How long you have to wait in the waiting room before being seen. 96% said they were satisfied with the wait time 4% said they were dissatisfied	As a practice we try not to operate the strict one appointment for one problem only. Doctors may spend longer time with a patient who has multiple issues.	Patients are not turned away and have to re-book again to see the doctor. The practice is always looking at different ways of seeing patients. We already have telephone consultations. The next step would be using technology such as SKYPE for virtual consultations
We speak to our preferred GP most of the time	GPs are more accessible to patients using different methods such as telephone consultations and in future SKYPE consultations and Tele med	GPs are more accessible for patients

7. Opening times

The Practice is currently open as follows:

Mon-Thurs 8am – 8pm and Fri 8am to 6.30pm

8. Extended hours

Mon-Thurs 6.30-8pm