

# Bentham Medical Practice Patient Representative Group Annual Report - March 2015



## 1) Overview

This year has been another good one for the PRG in their continued efforts to represent and support people in the area and improve communication and co-operation between surgery and patients.

There have been eight formal meetings of the group over the year (minutes attached) plus members of the group have also been involved with other informal events and meetings. Recently the PRG has set up a working group which meets with practice staff on a regular basis to discuss and work upon particular projects. This work is fed back to the full group when they meet.

It was decided that the PRG would run the questionnaire this year and instead of posting out anonymously to patients group members would spend time in the two waiting rooms handing out the questionnaire and generally talking to patients. It was felt that in this way we would get better feedback from those who are actually using the services of the practice

As well as looking at what happens at the surgery the Group has also looked at problems and issues in secondary care and has begun to forge relationships with other agencies, individuals, local MP and other PRG Groups.

## 2) Group Members

There have been a number of changes to the group over that year with people leaving and joining. One of the key priorities of the Group since its inception has been to ensure that the group is as representative as possible and Group members have been very active trying to achieve this. It is recognised that the Group is under represented with younger members but that this is perhaps understandable. However, many group members do have close ties either personally or through the community with younger people. Current group members are;

Lin Barrington  
Lorraine Crossley (Chair)  
Janice Howson  
Tony Hudson  
Sandra Kay

Dr Louise Morgan  
Jill Noble

Parish Councillor  
Retired Senior Nurse  
Retired Police Officer  
Worker at Age UK, Community first Responder,  
member of Marie Curie fundraising group  
BMP  
BMP Office Manager

Bronwen Osborne	Parish Councillor, Retired health visitor and nurse representative on PCT
Anne Purvis	
Sharon Rucastle (Secretary)	Retired Bentham Bank Manager, past treasurer of local church, involvement in youth groups, scouts etc, past volunteer for local emergency medical services team.
Julia & John Sant	
Jonathan Scott	Practice Manager BMP
Gerda Southwell	
Wendy Thistlethwaite	Ingleborough Nursing Home
Andrea Tuohy	
Judith Nicol	

The current make-up of the group is;

Under 40	-	0
40 to 59	-	8
60+	-	9

Anyone interested in joining the group or seeing what it entails is welcome. Please contact Lorraine Crossley or any other group member or Jonathan Scott or Jill Noble at the practice.

**The AGM is at 7.00pm on 30<sup>th</sup> April. Everyone welcome.**

### 3) Meetings

There have been 8 meetings over the year as follows;

10<sup>th</sup> April 2014  
15<sup>th</sup> May 2014                      AGM  
26<sup>th</sup> June 2014  
4<sup>th</sup> September 2014  
9<sup>th</sup> October 2014  
27<sup>th</sup> November 2014  
12<sup>th</sup> February 2015  
12<sup>th</sup> March 2015

Copies of the meeting minutes are attached

### 4) Main Areas of Business Throughout the Year

- i) Working with the practice on refining the annual practice patient questionnaire. Personally handing out the questionnaires in the two waiting rooms, rather than posting, to ensure feedback was from service users. Copy of questionnaire results is attached.
- ii) In depth analysis, with practice staff, of questionnaire feedback.
- iii) Time spent in both waiting rooms advertising the petitions run by the RCGP and BMA on the state of general practice and problems of decreased funding.

- iv) Review and updating of practice website
- v) Following feedback from questionnaire on patient access production of large notice boards in both surgeries highlighting the number of appointments missed and the hours of surgery time lost through people not turning up. A reduction in missed appointments has already been noticed.
- vi) Working with the practice to improve the phone system and to make the options and messages clearer.
- vii) Working with the practice to communicate the ways patients can get better and alternative forms of access such as online, text reminder services, 28 day repeat prescribing services etc.
- viii) Working with the practice on developing a system to record requests for future appointments where those appointments are not yet on the clinical system.
- ix) Working with the practice on improving the system for follow up appointments with named or any doctor to ensure undue pressure is not put onto the appointment system
- x) Again, following results of questionnaire, looking at ways of improving privacy and confidentiality at reception window.
- xi) Updating of PRG and other notice boards, leaflet displays and patient library in the waiting rooms.
- xii) Communicating PRG work and practice developments and improvement to the many local village newsletters.
- xiii) Looking at ways on maintaining the practice system for delivery of medications to pick up points throughout the area.
- xiv) Following concerns expressed in the questionnaire regarding physical access into the two surgeries lobbying of local council to get dropped curbs installed on the roads, better marking of disabled parking and improvement in road surfacing.
- xv) Regular communication with local MP and others regarding specific issues such as ambulance services and the problems of rural practice.
- xvi) Working with the practice following successful CQC visit on making further improvements to all aspects of patient experience at Bentham and Ingleton.
- xvii) Involvement and attending meetings of local health watch organisations

