

## Ashfield Medical Centre Patient Reference Group – Year 3

### Background

The doctors and staff at Ashfield Medical Centre are keen to involve patients as far as possible in helping us to improve standards and the patient experience in line with our mission statement:

We care *for* you. We care *about* you.

One way of achieving this is to have a Patient Reference Group, comprising a representative cross-section of our patients. The group can meet face-to-face, or correspond by post and e-mail. In this way, we broaden the number of patients who can become involved if they wish.

We have encouraged patients to get involved with the PRG either directly through attending meetings or by giving ideas, suggestions and other feedback through our online and practice based suggestion boxes and by taking part in our surveys and questionnaires. These methods are available to all our patients and have been accessed by a cross-section of them.

We notify patients about the PRG via the website, via which people can express an interest in taking part, by personal invitation and by posters in the waiting room. We welcome and encourage participation from patients from all ages and walks of life.

### PRG work 2013

We held just one meeting in 2013, the minutes of which can be viewed on our website. Sadly, in spite of strongly promoting the meeting and sending around 50 personal invitations, only two patients attended. Go to [www.stpaulspcc.co.uk](http://www.stpaulspcc.co.uk) and click on the The Practices, then onto Patient Involvement to find the minutes from this meeting.

During this meeting we discussed the various changes that have occurred in primary care in the current year, along with the challenges and priorities for Ashfield Medical Centre. Members who have attended the meetings in particular have helped us to determine the priorities for action in the coming year. Moreover, we have had many useful suggestions through the suggestions box.

The patients who attended the meeting were very happy with our services. However, as a new project would be to move to a better website and improve online access, the group felt that this would be an area about which to canvass the views of the wider practice population.

### The local survey

A questionnaire was drafted by the Practice Business Manager was made- available online and within the surgery. In addition, we advertised that the survey was taking place by posters in the waiting room and a news item on the website.

The results were collated into a statistical report, which is still available to view on the website.

These were discussed more widely, including by the practice's IMT (Information Management and Technology) sub-committee, which spans St Paul's and Ashfield.

### Action Plan

From the further feedback received, we were able to draw up a defined action plan as follows:

ACTION	LEAD	DEADLINE
Arrange move from current website to new EMIS website providing secure prescription ordering and the facility to book online appointments and view medical records.	J Milne	31/12/2013
Develop a system for registering patients for online access.	J Milne	31/12/2013
Revise content of website	J Milne	31/12/2013
Create embedded forms for change of address, ideas and suggestion, travel questionnaires, etc	J Milne	31/12/2013
Identify and create appropriate appointments for online booking	J Milne	31/03/2014

We have now implemented the new website and continue to improve and develop it with feedback and suggestions from patients.

#### Next Steps

We very much value the support and input from our patients through the 'core' and wider PRG and will be promoting events to encourage involvement during 2014.