

St Paul's Medical Centre Patient Reference Group – Year 3

Background

The doctors and staff at St Paul's 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 two meetings in 2013, the minutes of which can be viewed on our website. Go to www.stpaulspcc.co.uk and click on the The Practices, then onto Patient Involvement.

During these meetings we discussed the various changes that have occurred in primary care in the current year, along with the challenges and priorities for St Paul's. 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.

We were very fortunate that one of our members also regularly attended the local Healthwatch meetings and was able to provide feedback from these.

One area that the PRG felt could be improved was how we support bereaved patients. We discussed the difficulties in knowing how best to do this sensitively and appropriately and decided to seek the views of the wider practice population by means of a questionnaire.

The local survey

A questionnaire was drafted by the Practice Business Manager and e-mailed to PRG representatives for further refinement. The final survey was 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 by the PRG at a subsequent meeting, and were also discussed within the practice and at the Palliative Care meeting.

Action Plan

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

ACTION	LEAD	DEADLINE
Draft bereavement letter and gain approval from partnership	Anne Bagot-Moore	31/12/2013
Develop system for identifying next of kin or other appropriate patients who may need help following bereavement	Anne Bagot-Moore	31/12/2013
Create system for sending bereavement letters/packs to relevant bereaved patients	Anne Bagot-Moore	31/12/2013
Train staff as appropriate	Anne Bagot-Moore	31/12/2013

We have now implemented the bereavement programme and are offering more patients the support they need at this very difficult time.

Next Steps

We very much value the support and input from our patients through the 'core' and wider PRG and look forward to a well-attended meeting in April.