

ESCRICK SURGERY

PATIENT REFERENCE GROUP REPORT 2012/2013

Escrick's Patient Reference Group was formed in November 2011. It consists of 2 members of staff and 12 patients. The Practice Manager and a GP partner represent the staff and the patient representatives are from North Duffield, where the practice has a branch surgery, and Escrick. In November 2011 the practice had 6,027 patients, 2,797 male and 3,231 female which is approximately half and half so our representation in the Patient Reference Group is much the same having 6 female and 6 male members. All the group members range in age from early 30's to early 80's. In November 2011 4,076 of our patients were in this age range which represented 68% of our patient population. All our members are White British however patients of other ethnicity were invited to join. Members range from being retired, working and carers both for the elderly and the disabled. Most of the patients in this group told us they had chosen to join the group as they felt they wanted to thank the practice for its excellent service and therefore give something back.

The practice previously had a Patient Participation Group and some of the representatives of this group wanted to join the Patient Reference Group. Letters were sent out to invite new members to join. These were sent out to a variety of patients in the hope that the group would be representative of a cross section of registered patients. The group is not represented by anyone under 30 or parents with small children, although one of the members has grandchildren registered at the practice and is therefore able to give a view on behalf of younger people. Before the invitations were sent out to patients the practice team had asked a number of patients within these categories if they would be interested in joining the group. These patients however failed to take up their invitations and the practice will have to look at how best to engage these groups in future.

The first Patient Reference Group meeting took place in November 2011 and it was explained to the patient representatives that the overall aim of the group was to be involved with decisions about the range and quality of services provided by the practice

Following on from last years report a meeting was held in December 2012 to discuss the action plan from the previous year and what had been achieved.

Action Plan 2011/12

1. To improve communication through newsletters	Completed
2. Identify costs of new doors at North Duffield and discuss with all the partners	Completed
3. Identify costs of painting doors at Escrick	Completed
4. Alter the telephone system to enable calls to be queued	Completed
5. Fix a NO PARKING sign at Escrick on the wall outside the surgery	Completed
6. Update notice boards and leaflets	Completed
7. Update the website	Completed

All the actions were completed within the timescale bar one. At the time of the meeting the newsletter was just being prepared and subsequently went out. Although the practice obtained a quote for the cost of new doors at North Duffield the cost of having this work done ran into thousands and the partners felt there was not enough justification to have these replaced at the branch surgery and the PRG representatives were happy with this. The doors at Escrick were priced up and subsequently painted and the NO PARKING sign was put up on the wall outside the surgery. The website and notice boards and leaflets have been updated however this is an ongoing project. Alterations were made within the telephone system to allow calls to be queued and although there was some concern that at times it was still difficult to speak to a receptionist in a timely manner it was acknowledged that patients did now know that their calls were being dealt with.

The 2012/13 questionnaire was discussed and it was felt that some of the questions should be retained in order to see if the answers and therefore patient satisfaction was the same. There were a couple of new areas, mainly around patient's awareness of staff members and their roles and chronic diseases which created several new questions. As in the previous year the survey was printed out and copies were put out at both sites. The reception staff encouraged as many patients as possible to complete these when they attended their appointments and they were handed out with prescriptions. It was agreed that the survey would be given out for a month or until 250 had been given out. This year 128 returned the questionnaire compared to 159 last year.

A further meeting was held in March 2013 to discuss the results of the survey. The general feeling was that Escrick Surgery continued to offer an excellent service and patients were happy overall. There was a concern that confidentiality was an issue on reception due to the lack of space and it was agreed that the practice would encourage as many people as possible to register on line to make appointments and order repeat medication and therefore reduce the amount of traffic through reception. It was discussed whether it was an option to have a separate area for people just wanting to collect prescriptions. It was also mentioned that some receptionists were not as polite as others and it was agreed to discuss ways to improve this at a staff meeting along with the confidentiality issue. It was agreed that Escrick Surgery could be stuffy in summer and perhaps windows could be opened in the waiting room. It was agreed that this could be done by the receptionists as the windows are locked. It was agreed from the results that patients would like to be able to book appointments with the registrar and nurses on-line and this could be possible however the slight issue with this is that nurses appointments are not always 10 minutes like the doctors so people could be booking the wrong appointment times and this could have an effect on the practice. It was agreed to look into this and the new computer system would be able to help. The main thing that came out of the survey was that patients wanted a lot more information and it was agreed to do an update newsletter by the end of April. This would explain what roles everyone had within the practice and depending on what they needed their appointment for who was the best person for a patient to see. It was also agreed to explain about chronic diseases and medication reviews. One member of the group asked for information to be added regarding a visit when coming out of hospital as this is something a lot of patients expect.

Action Plan 2012/13

1. To provide an 'update' newsletter.	To be completed by 30 th April 2013
2. To discuss confidentiality and receptionists at the next staff meeting.	To be completed within 2 months
3. To promote the use of the practice website for on-line booking of appointments and repeat medication.	Initially to be completed within 2 months however this will be ongoing.
4. To discuss with the partners the reception area and the possibility of a separate area for prescription collection.	To be completed within 2 months.

Compared to last year there are not as many issues on the action plan and all of these can be completed within the next 2 months however encouraging patients to use the on-line facilities will be ongoing. The progress of the action plan will be discussed at the next meeting.

The minutes of the Patient Representative Group meetings, the survey results and the annual report for 2011/12 and 2012/13 are all available to view on the practice website www.escricksurgeryyork.co.uk and patients will be informed of this in the next newsletter.

Escrick Surgery is open 8am-6pm Monday to Friday and closes for lunch from 12.30pm-1pm. Surgeries run from 8.30am-10.50am and 3.30pm-5.50pm with the doctors. Non urgent appointments are for 10 minutes. There is a daily advice surgery every week day morning from 8.30am to 10.50am and these are 5 minute emergency appointments. The Duty Doctor is available each morning between 8.30 am and 12 noon for telephone consultations. Nurse appointments are available between 8.30am-12 noon and 2pm-5pm Monday to Friday. Appointments with the Health Care Assistants are available 8.30am-11.30am Monday to Friday.

North Duffield has changed opening hours during the year and is now open:- 8am-12.15 pm Monday & Tuesday and 8am-12.45 pm Thursday. Surgeries run from 8.40am-10.50am Monday & Tuesday and 11am-12 noon on Thursday with the doctors. Nurse appointments are available 8.30am-11.30am Tuesday and 9am-11.20am Thursday. We now have Health Care Assistant appointments available on a Thursday 9am - 10.30 am.

Appointment at both sites can be accessed on-line.

Wheldrake has a surgery at 12 noon Friday.

Naburn has a surgery at 12.30pm Monday.

OOH Arrangements - From 6pm - 8am patients should call **0845 056 8060**