

ESCRICK SURGERY

PATIENT REFERENCE GROUP REPORT 2011/12

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. Some ideas of what the practice felt needed to be covered in the survey had already been drafted. These included appointments, staff, premises, on-line facilities and the phone lines. At the initial meeting these were discussed with the group and several amendments were made. The group had been told that the aim of this particular meeting was to discuss and amend the survey before it was sent out to a larger group of patients. The main alteration that the group felt was required was that there should be a comment box after every question whereas the survey had initially had one large comment box at the end. The group agreed with the topics picked for the survey but made several alterations with either additional questions or rewording.

The survey was then printed out and copies were put out on reception at Escrick and at the branch surgery at North Duffield for patients to pick up and complete. The reception staff at both sites encouraged as many patients as possible to complete these when they attended their appointments. The surveys were also given out and distributed with prescriptions. It had been agreed that the survey would be given out for a month or until 200 had been returned. In total 249 surveys were given out and 157 were completed and returned.

The next meeting was held in January 2012 and it was at this meeting that the results of the survey were discussed. The Patient Representative Group felt this had been a very good survey both in terms of the number of people completing it and the amount of positive comments in all areas. There were very few areas that could be identified as a concern however the main one was the cost of replacing the doors at North Duffield to enable easier access. A couple of suggestions for the next survey were identified at this meeting.

Action Plan

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

There were 7 points identified in the action plan. 2 of these items need to be discussed with the other partners once costs have been identified. These along with the newsletters, the website and the notice boards and leaflets will be completed within 6 months. A NO PARKING sign will be put up at Escrick and the telephone system which is already in the process of being altered will be completed within the next 3 months. 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 2011/12 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 is open 8am-3pm Monday & Tuesday and 8am-2pm Thursday. It closes for lunch from 12.45pm-1.15pm. Surgeries run from 8.40am-10.50am Monday & Tuesday and 11am-12 noon on Thursday with the doctors. Nurse appointments are available 8.45am-11.45am Tuesday and 9.15am-11.30am Thursday.

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.