



# **THE GLEN MEDICAL GROUP**

## **Patient Participation Annual Report March 2014**

## **INTRODUCTION**

The history of our Patient Reference Group (previously called the patient forum) is documented in the report published 11/12. Since 2008 we have continued to recruit and develop. The aim of our group continues to be to:

- Share ideas for Practice development with our patients
- Discuss current topics within General Practice
- Assist at Practice open days/Patient Meetings
- Assist in resolving any practice problems

### **Agreement of Priorities**

A Meeting was held with our Patient Reference Group (PRG) on 8<sup>th</sup> October 2013 (*see copy of minutes on website*). It was agreed with the group that they would like to see improved patient information and communications from the practice. The Group suggested the use of social media i.e. face book / twitter for disseminating information, it was felt that this might reach a demographic of patients who would not necessarily log on to the practice website or come into read the notice boards regularly but always have access via their phone. We discussed the concerns over using social networking but agreed in principle it seemed like a good idea and agreed to include in the Practice survey.

It was also suggested that we could make improvements and updates to the website. The website is now managed by the providers of the practice clinical system and therefore this will allow more technical elements to be added such as links to 'Patient Access' and more general health information.

We agreed the main points the PRG would like to see on the wider patient population survey would be

1. Improve patient information/ communication i.e. notice boards, newsletters, posters
2. Use of social media i.e. face book /Twitter
3. Improvements to website, addition of links to useful sites

We worked with our PRG to produce a survey, sending them draft copies and taking on board their suggestions on questions and layout etc. When the final survey was agreed 500 copies were distributed 200 via post and 300 given out from the reception desk.

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## **Survey Results**

A copy of the full survey results can be found on the practice website. The results of the survey were collated and emailed to all members of the PRG in advance of our meeting on 25<sup>th</sup> February 2014

The overall results of our survey were quite pleasing. Reception in particular scored very highly 91% very or fairly helpful with a total of only one or two negative comments.

A total of 44% of patients stated they use social media and although a smaller number agreed they would use it to access practice information it was still a significant number from the total number of patients surveyed therefore this is something we have agreed with the PRG to go ahead and trial.

There were lots of suggestions for improved information and communication using various different ways of reaching patients to keep them informed of practice changes and services available.

A further area of concern from the wider patients surveyed was getting through on the telephone, which we spent considerable time on last year but will certainly review the comments and continue to monitor.

## **ACTION PLAN**

### **Priority Areas**

Our PRG meeting to discuss the results was held on 25<sup>th</sup> February 2014 (*see copy of minutes on website*). Although we are pleased with the overall scores, we felt it was important to take note of some of the comments which reinforced some of the earlier discussions with the PRG. As a group we feel the priority areas for the practice to improve are

- 1. Improve patient information / practice communication**
- 2. Update and improve website**
- 3. Implement the use of social media as a alternative way for patients to access practice information**
- 4. Continue to monitor issues with telephone access.**

## **Implementation of the Action Plan**

### **Improving Information /communication**

We have allocated a notice board in the waiting room specifically for practice news. This will be kept up to date with practice relevant information opening times changes in staff useful contacts etc. The patient send in screen is also a valuable tool which has been under utilised we plan to keep this current and relevant. We also intend to resume issuing our quarterly practice newsletter as an alternative way for patients to keep up to date with any changes or information.

### **Website**

We have now allocated a member of staff a regular session to update the website. This will enable us to keep practice news up to date and current which has not always been the case due to staff resources. We have taken suggestions from the patient survey on board and hope to add some extra information such as available services, clinic times and useful links for example Dept of Health information as requested in the survey results onto the website in the coming weeks.

### **Social Media**

Social media is an area we are very keen to explore further. It was suggested by our patient reference group that they would be keen to use it to access information and keep up to date with practice news. They felt that this may be an alternative way of reaching a different demographic of patients who would not normally access the website but would have access to social media via their mobile phone. We agreed with this and thought it a good way of getting information out to patients quickly. We have already set up a face book page with the assistance of a member of our patient reference group and are in the process of finalising the details to go live in the near future. Twitter is something we need to investigate further as there are some issues around its use in General Practice and how to avoid it being used inappropriately. We hope to implement both of these social media tools for the benefit of our patients allowing additional choice of how to access practice information.

### **Telephone Access**

Since last year we have put in place extra staff to answer the telephones at particularly busy periods. We continue to monitor telephone access closely and

plan to do a further 'In House survey' just around telephone access in the next quarter. We do hope that with increased promotion using all of the above tools of booking appointments and ordering prescriptions on line and by making this easier for patients to access this may help reduce calls coming into the practice and make it easier particularly for patients who can only ring at certain times of the day.

## **PUBLICISING INFORMATION**

We plan to publicise this report on our Practice website along with the full results of the survey and minutes from our Patient Reference Group meetings. We will also highlight the changes we have made and all the information required for our patients to access these services via our

Practice Leaflet  
Quarterly Newsletter  
Practice Website  
NHS Choices Website  
Patient call in screen in waiting room  
Poster in waiting room

## **A Note from the Glen Medical Group**

Finally the management team would like to thank our Patient Reference Group for their help and support to produce the survey this year and for their time and ideas to help implement what will hopefully be improvements to our service.