

Local Patient Reference Group Report 2013

(a) Age/Sex Profile of Patient Reference Group members

Patient reference group (11.3.2013) . BASE IS PRACTICE POPULATION

Age groups	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Males	0	0	0	0	1	2	9	10	3	0	0
Base	75	365	285	189	236	334	285	202	106	27	19
Percent	0%	0%	0%	0%	0%	1%	3%	5%	3%	0%	0%
Females	0	0	0	1	2	9	11	9	2	1	0
Base	81	331	208	164	235	327	297	198	111	48	39
Percent	0%	0%	0%	1%	1%	3%	4%	5%	2%	2%	0%
Total males	: 25			Base : 2123				Percent : 1%			
Total females	: 35			Base : 2039				Percent : 2%			
Total both sexes	: 60			Base : 4162				Percent : 1%			

An invitation to join our reference group is advertised on our notice board, our patient information screen and on the patient copy of their repeat prescription sheet, with registration forms always available on reception desk and via dispensary.

The final approved survey was put on our website and handed out at front desk. 150 were printed, and 100 returns over the period of a month. A copy of the survey is below.

Patient Reference Group Questionnaire 2013

Availability/Awareness

Are you aware of the possibility of making:

- Telephone appointments with a nurse or Doctor for advice with a further face-to-face appointment if needed

Y / N

- Nurse appointments for advice/treatment and involvement of a Doctor if needed

Y / N

- Same day appointments for urgent problems. (Which may be triaged first by the Doctor on the telephone depending on demand)

Y / N

- Routine appointments and telephone appointments

Y / N

- Late evening appointment on Monday, Tuesday and Thursdays

Y / N

Satisfaction

Do you feel satisfied with:

- Urgent appointment provision Y / N
- Routine appointment provision Y / N

Website

How many times have you used the website www.Regentstreetpractice.co.uk in the last 12 months?

- More than 5
- At least once
- Never

If you have accessed it do you have any improvements to suggest in site contents?

Are you aware you can use the website to:

- Book non-urgent appointments Y / N
- Order prescriptions Y / N
- Access a list of useful on-line medical information (also available in a file in the waiting room) Y / N

Waiting Room

Do you find the waiting room:

- Good
- Satisfactory
- In need of improvement

Do you have any suggestions for improvement?

Are you: Female Male

Age: Under 15 15-20 21-40 40-60 60 or over

Ethnicity:

White British Irish Other White

Mixed White/black Caribbean White/black African White/Asian Other Mixed

Asian or Asian British Indian Pakistani Bangladeshi Other Asian

Black or Black British Caribbean African Other Black

Chinese or other ethnic Group Chinese Any other

Regent Street Surgery

Patient Reference Questionnaire 2013

100 patients carried out the questionnaire but not all questionnaires were fully completed. The results are as follows.

Availability/Awareness

85% were aware of telephone consultations

85% were aware of Nurse appointments for advice

89% were aware of same day appointments for urgent problems

100% were aware of routine appointments

42% were aware of late evening appointments **

Satisfaction

97% were satisfied with the provision of urgent appointments

82% were satisfied with the provision of routine appointments

Website

13% have used the website more than 5 times

14% have used the website at least once

73% have never used the website ** (lack of internet access noted for many patients in this group)

64% were unaware the website could be used to book routine appointments **

64% were unaware the website could be used to order prescriptions **

70% were unaware the website could be used access on-line medical information **

Waiting Room

49% of patients felt the standard of the waiting room was good

46% of patients felt the standard of the waiting room was satisfactory

6% of patients felt the standard of the waiting room was in need of improvement

Age/Sex/Ethnicity

57% female

43% male

Age 15 – 20 1%
60 or over 48%

Age 21 – 40 13%

Age 41 – 60 38%

97% white British

3% other

All members of our Patient Reference Group were invited to a meeting at the surgery on 14th March 2013 to discuss the findings from this questionnaire and to review the actions from last years meeting.

Actions planned as a result of the survey and meeting

Availability/awareness – This showed a high percentage of awareness of our appointment availability. Although less the 50% were aware of our late evening appointments, our late evening appointments are well used.

Satisfaction of appointments – This questionnaire revealed a high percentage of satisfaction of our appointments. After discussion it was felt that we would continue to strive to balance out our routine and urgent appointment provision as best we can.

Website – The result of the questionnaire showed a high percentage of patients that were unaware of our website. We are going to advertise the website using advertising posters and our Jayex information board in the waiting room and create slips promoting the website which can be given to patients upon request and also printed on the repeat prescription request sheet.

Waiting Room – The survey showed that the patients were happy with the waiting room, however, several comments were made on the comment part of the questionnaire, which we addressed at the meeting. These were as follows: more chairs with arms, after discussion the group thought the higher seated armchairs would be even better than more seats of the same in the waiting room. These chairs will be purchased as soon as possible. Too hot in the waiting room and water to drink, we turned down the thermostat in the waiting area but it was also discussed that patients had differing levels of heat tolerance and that patient also sit in the waiting area in the outdoor clothes. We will put a sign up in the waiting area offering patients water if requested. It was felt that a water dispenser in this area was a hazard, a water cooler is available the corridor. After discussion with the group we will also put a sign up to offer patients the facility to speak to a dispenser or a receptionist privately.

Achievements and actions from last years meeting.

Website – We have implemented the booking of routine appointments and prescription requests via our website. This has gone extremely well with ever increasing number of patients registering with the website.

DNA's - Searches are run every month on our "Did Not Attend" appointments and the numbers advertised in the surgery.

Patient Transport - We have managed to source to local transport schemes and these have been advertised on our notice boards and information slips are available upon request.

Name badges for staff – Name badges for staff have been purchased and are now worn by all staff .

Telephone answering – All staff now introduce themselves when answering telephone calls.

Patient results – Efforts are now made to match method of giving test results to patient preference.

Surgery opening hours.

The surgery is open daily from **8.00am - 6.30pm** and until 7pm on a Monday, Tuesday and Thursday. Reception staff are available during this time to help with any enquiries.

Consultations will be as follows;

	Morning	Afternoon	Extended Hours
Monday	Dr Johnson Dr Lucy Lake	Dr Johnson Dr Sivyer	Dr Johnson Dr Sivyer
Tuesday	Dr Ian Lake Dr Lucy Lake	Dr Ian Lake	Dr Ian Lake
Wednesday	Dr Sivyer Dr Ian Lake	Dr Sivyer	
Thursday	Dr Johnson Dr Lucy Lake	Dr Johnson Dr Lucy Lake	Dr Lucy Lake
Friday	Dr Sivyer Dr Ian Lake	Duty Doctor One of Regent Street Drs	

This report will be distributed to the patient reference group, displayed in the waiting room and on the website. Further feedback will be invited. A further questionnaire and meeting will be held next year. Progress of actions taken will also be advertised.