

The Patient Reference Group meets several times a year and comprises patients who are with Mann Cottage Surgery.

The group wishes to promote communication between patients and Mann Cottage Surgery. If you are interested in becoming involved with the PRG please contact Reception staff who will be able to help you. If you have comments or suggestions the PRG is keen to hear from you, either in person or by using the comments box in reception.

Stage one – validate that the patient group is representative

Demonstrates that the PRG is representative by providing information on the practice profile:

Practice population profile	PRG profile	Difference
Age		
% 18 – 24 5.74%	% 18 – 24 10%	
% 25 – 34 7.32%	% 25 – 34 10%	
% 35 – 44 12.31%	% 35 – 44 nil	Currently this age group is not represented but we are continuing to advertise the PRG and becoming involved. The PRG will be discussing recruitment of this age group at a future meeting together with increased promotion of the Patient Reference Group and how it can benefit patients.

Practice population profile	PRG profile	Difference
% 45 – 54 15.59%	% 45 – 54 nil	Currently this age group is not represented but we are continuing to advertise the PRG and becoming involved. The PRG will be discussing recruitment of this age group at a future meeting together with increased promotion of the Patient Reference Group and how it can benefit patients.
% 55 – 64 15.56%	% 55 – 64 10%	
%65 – 74 15.68%	%65 – 74 10%	
%75 – 84 9.21%	%75 – 84 60%	This age group provided a huge and enthusiastic response to get involved with the PRG
% Over 85 3.47%	% Over 85 nil	
Ethnicity		
White	White	
% British Group 97%	% British Group 100%	
% Irish 0%	% Irish 0%	
Mixed	Mixed	

Practice population profile	PRG profile	Difference
% White & Black Caribbean 0%	% White & Black Caribbean 0%	
% White & Black African 0%	% White & Black African 0%	
% White & Asian 0%	% White & Asian 0%	
Asian or Asian British	Asian or Asian British	
% Indian 0%	% Indian 0%	
% Pakistani 0%	% Pakistani 0%	
% Bangladeshi 0%	% Bangladeshi 0%	
Black or Black British	Black or Black British	
% Caribbean 0%	% Caribbean 0%	
% African 0%	% African 0%	
Chinese or other ethnic Group	Chinese or other ethnic Group	
% Chinese 0%	% Chinese 0%	
& Any Other 0%	& Any Other 0%	

Practice population profile	PRG profile	Difference
Gender		
% Male 48%	% Male 40%	8%
% Female 52%	% Female 60%	8%

<p>Differences between the practice population and members of the PRG</p> <p>The practice should describe any variations between the group and the practice population and the efforts that have made to reach any groups not represented.</p>	<p>The practice sent a mail shot to approximately 1400 patients with an invitation to get involved with the Patient Reference Group.</p> <p>Notices were put up in the Patient Waiting Room</p>
<p>Was the group virtual or face-to-face?</p>	<p>The Group meets face to face.</p>
<p>How many members were there on the PRG?</p>	<p>10</p>

Step 2 - Agree areas of priority with the PRG	
<p>How were the views of the PRG sought on the priority areas for the survey questions? (E.g. face-to-face meeting or virtually)</p>	<p>Views of the PRG were sought at PRG meetings held at Mann Cottage Surgery.</p> <p>The practice wishes to improve patient communication and the PRG discussed the various options with which patients may engage to assist them obtaining both general and specific</p>

	health care information
What were the priorities identified by the PRG?	Waiting Times and Seeing a doctor
What were the priorities selected by the practice?	Waiting Times, Seeing a doctor
Do the priorities selected match those set out by the PRG?	Yes
If they do not match, why was this decision made?	
What other information was used by the practice to determine priorities?	The practice has used the indepth report by CFEP both on patient satisfaction and surveyed information feedback on the methods of communication survey

Step 3 - Collate views of patients using survey	
How was the survey conducted?	The practice survey was conducted by CFEP Surveys UK Limited which is a company very experienced in providing this survey for gp practices.
How many questionnaires were sent out to patients?	150, as required by CFEP Surveys, based on the practice population.
% of practice population?	4.30%
How many questionnaires were returned?	130
% of practice population?	3.73%
What method(s) has the practice used to enable patients to take part in the survey?	By random selection. The Patient Reference Group drew up a rota of members who volunteered to hand out practice surveys to patients in the surgery.
How has the practice collated the results? (E.g. tables, maps, charts, bullet point list)	CFEP Surveys UK Limited has produced a complete and in depth report which includes tables, pie charts etc. The information is also further referenced by previous years' achievements of Mann Cottage Surgery identified by CFEP UK Surveys.
What were the results of the survey?	Please include details below. A summary of the result for each question should be given. One row per question should be used. More rows can be added if necessary.

Question	Summary of results	
Opening hours satisfaction	National benchmarking achievement 72%	Previous survey results achieved : 70%.
Telephone access	76%	72%
Appointment Satisfaction	77%	72%
See Practitioner within 48 hours	67%	62%
See Practitioner of choice	71%	71%
Speak to a practitioner on the phone	70%	70%
Comfort of Waiting Room	69%	75%
Waiting Time	53%	56%
Satisfaction with visit	88%	90%
Warmth of greeting	90%	91%
Ability to listen	90%	90%
Explanations	88%	89%
Reassurance	87%	89%
Confidence in ability	89%	91%
Express concerns/fears	87%	87%
Respect shown	92%	93%
Time for visit	87%	79%
Consideration	84%	89%
Concern for patient	87%	89%
Self care	84%	Q. not included
Recommendation	89%	90%

Reception staff	80%	77%
Respect for privacy/confidentiality	80%	78%
Information of services	77%	76%
Complaints/compliments	68%	69%
Illness prevention	72%	74%
Reminder systems	72%	74%
Second opinion/comp medicine	71%	75%
Overall benchmarking score against practice results nationally is 79% this year/79% at the previous survey.		

Steps 4 and 5 - Agree an action plan with the PRG and PCT where appropriate	
How has the practice sought the PRG's views on the findings of the survey? (E.g. face-to-face meeting or virtually)	On the return of CFEP UK Survey's results, the practice sought the views of the Patient Reference Group at the meeting of the group on 20.3.2012.
Has the practice produced a clear action plan that relates to the survey results? (Please include a summary below)	<p>The practice has produced an action plan, in agreement with the PRG, as follows:</p> <p>Waiting Times:</p> <ul style="list-style-type: none"> • Post notices in the Waiting Room to inform patients: • A reminder that appointments are for 10 minutes only • Only one patient per consultation (a family should not expect the doctor to deal with

	<p>other family members at one consultation)</p> <p>Seeing a Doctor (or health professional) within 48 hours:</p> <ul style="list-style-type: none"> • Post notices in the Waiting Room to inform patients: • Communication: Options available when a patient telephones for an appointment • Reminder card by Reception phones for staff to offer the options available when patients ask to see their doctor within 48 hours.
How did the practice consult with the PRG to agree the plan? (E.g. face-to-face meeting or virtually)	The practice consulted with the Patient Reference Group face to face at a PRG meeting held in Mann Cottage Surgery. The survey results were scrutinised and decisions were agreed re actions which the PRG wished to see, to benefit patients.
Are there any aspects that were not agreed?	No
Are there any elements that were raised through the survey that have not been agreed as part of the action plan? If so, what were the reasons for this?	Some aspects of 'customer service' were not felt appropriate to be taken into an action plan for the practice.
Are there any contractual considerations to proposed changes? If so, have these been agreed with the PCT?	No contractual considerations proposed in the action plan at this time.

Actions planned as a result of the survey (Please put each action on a separate row. More rows can be added if required)	
<p>Waiting Times:</p> <ul style="list-style-type: none"> • Post notices in the Waiting Room to inform patients: • A reminder that appointments are for 10 minutes only • Only one patient per consultation (a family should not expect the doctor to deal with other family members at one consultation) 	
Seeing a Doctor (or health professional) within 48 hours:	

<ul style="list-style-type: none"> • Post notices in the Waiting Room to inform patients: • Communication: Options available when a patient telephones for an appointment
Reminder card by Reception phones for staff to offer the options available when patients ask to see their doctor within 48 hours

Step 6 - Publicise the results and agreed action plan	
The local patient participation report must be publicised on a website. Please confirm that the report contains:	
A description of the profile of PRG members	Yes
Steps taken to recruit patients and ensure group is representative	Yes
Explanations of why it differs from the practice profile	Yes
How the practice sought the PRG's views of priority areas	Yes
Description of the survey and how it was carried out	Yes
Details of the survey results	Yes
An action plan setting out the proposals arising out of the local practice survey and how they can be implemented, including issues that arose in the survey that cannot be addressed and why	Yes
Description of how the practice consulted with the PRG on the action plan	Yes
Practice opening hours and how patients can access services throughout core hours	Yes

Where the practice offers extended opening, the times at which patients can see individual health care professionals.	Yes
What is the URL of the website where the report was published?	www.moretondoctors.nhs.uk
How else has the report been advertised and circulated?	Available in hard copy for patients' reference, at Mann Cottage Surgery Reception.

PATIENT ACCESS TO THE SURGERY IN NORMAL HOURS AND EXTENDED HOURS:

Practice opening times are displayed below and patients can access services by telephoning the practice and where appropriate the call will be triaged by a doctor, by attending at surgery and email via the practice website.

During normal opening times services are provided as follows:

The doctors provide face to face consultations, telephone consultations and emergency consultations. Practice Nurses provide face to face consultations and telephone consultations. Queries can also be left with reception staff and the nursing team can telephone the patient back.

Extended opening hours:

Responding to patients and with the approval of the Patient Reference Group the practice now provided an extended surgery each Thursday, running from 6.30pm to 7.30pm