

PATIENT REFERENCE GROUP REPORT 2012/13

From the feedback gained in 2011 it was agreed that the action plan developed by the Practice in conjunction with the Patient Reference Group [PRG] should be implemented as soon as practically possible during 2012.

In August 2012 the surgery contacted the members of the PRG and it was agreed the GPAQ Questionnaire would be used again in 2012 in order to facilitate a year on year comparison and identify any additional areas of improvement or weakness.

The questionnaires were given to 250 patients at random as they attended the surgery and the completed questionnaires were sent to a professional company for analysis. The ensuing report was again shared with all members of the PRG and areas where improvements have been achieved were highlighted.

In 2011 the surgery had fallen below the national average benchmark for 'how quickly you get to see a particular doctor' and it was evident from the 2012 analysis that improvements had been made in this area and the surgery no longer falls below the national average benchmark. This improvement in performance was achieved despite the fact the surgery population has increased to 7200 patients and is still growing.

Following communications with the PRG the focus was to improve upon this area further and endeavor to further increase access to a particular doctor.

It was agreed with the PRG that the following action plan should be implemented during 2013.

ACTION PLAN

1. Increase Health Care Assistants [HCA] capacity by 10 hours per week. HCAs support Practice Nurses and carry out tasks such as phlebotomy (drawing blood), blood pressure measurement, routine dressings, new patient checks, ECGs and the administration of influenza and pneumococcal vaccinations.
2. Practice nurses will have more scope to manage and monitor chronic conditions such as chronic obstructive pulmonary disease [COPD], asthma, hypertension and diabetes by providing more long term condition clinics. It is hoped that this will reduce acute appointment demand and improve access to other healthcare professionals.
3. Receptionists will receive regular updates regarding in-house long term condition clinics, and the clinics will be actively promoted by all healthcare professionals and advertised within the surgery.
4. Carry out further patient satisfaction surveys during 2013.

More information can be obtained from the Practice Manager.

