Introduction…

Chapeltown Family Surgery is committed to working with patients to improve the services we offer. Over the last 2 years we have been talking to our patients to find out what they think we are doing well and what they think we need to improve on. This report outlines what actions our practice has taken over the last year to involve our patients and to improve our services to them.

1. This practice has had a difficult time in engaging patients to participate in the reference group. Although we have a patient list size of 5300, we are situated in a deprived area of Leeds. We have a very high BME population. English is not the 1st language for the majority of our patients. Four patients agreed to attend each of our PRG meetings, however only one member attended each meeting. All members agreed to read the results of the patient survey and the proposed action plan based on the patients responses. Chapeltown Family Surgery has endeavoured to encourage patients to become more active in the PRG. However the absence of a practice manager during the past year and the early retirement of a partner due to ill health have not helped.
2. In December 2012 we recruited a new practice manager who has now set up a more accessible website on which this report will be published. A member of the team has also been delegated to establish a more robust PRG. Due to a lack of patient participation, it has been difficult to get much feedback.
3. We have now had our survey back and analysed the results which will also be published on our website. The website address is [www.chapeltownfamlysurgery.nhs.uk](http://www.chapeltownfamlysurgery.nhs.uk)
4. 350 surveys were returned. From these we were able to establish our patient’s main concerns and form an action plan in response which will also be published on our website. This will show what we have achieved from the survey, and what we are working on.

• Accessing appointments both urgent and non-urgent

• Accessing the surgery by phone

1. We now have a dedicated PRG lead, with protected time to concentrate on the PRG, encouraging more active participation from current members and new members to join, especially those who have the PRG box on the surveys. We have also advertised on our website, newsletters, notice boards and prescription counterfoils. The reception team have also been trained in promoting the group.
2. In order to ensure that our patients are aware of our progress with patient involvement we have used various methods to distribute our PGR report using our patient newsletter, website and notice boards to draw our patient’s attention to the report.
3. Over the next year we will address any gaps in representation and continue with the action plan.

Our practice opening hours are as follows:-

Monday 8:30am - 6pm

Tuesday 8:30am - 6pm

Wednesday 8:30am - 6pm

Thursday 8:30am- 6pm

Friday 8:30am - 6pm

1. Patients can contact the surgery via the phone, face to face or email.