

The Bailey Surgery  
Patient Representative Group Report 2013 -2014  
March 2014

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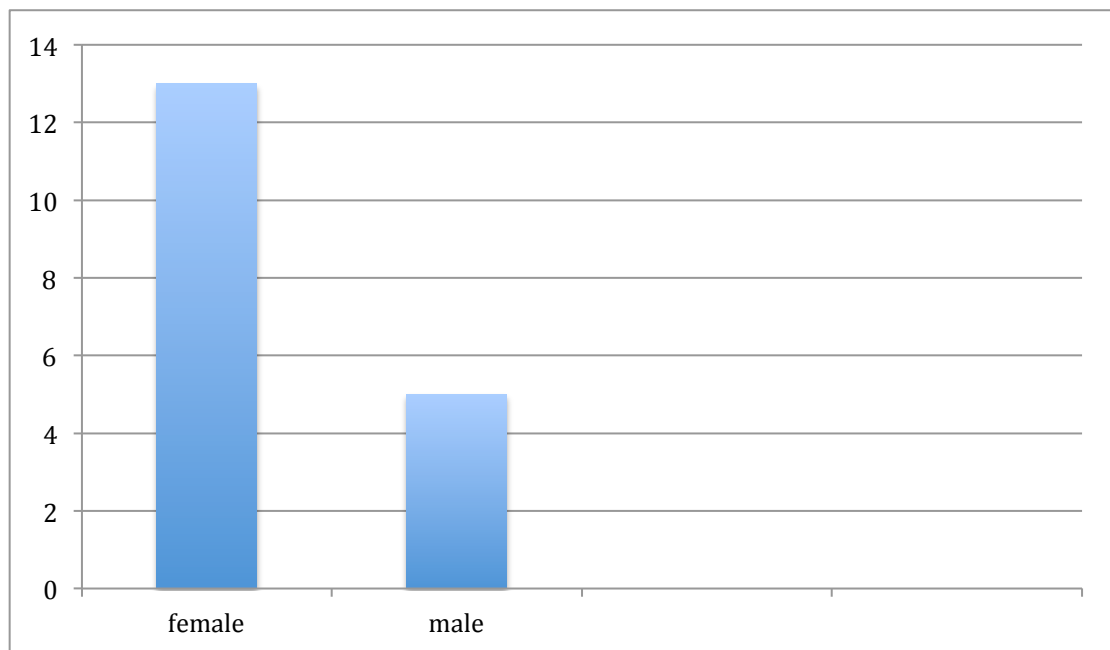
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## Description of profile of patient group

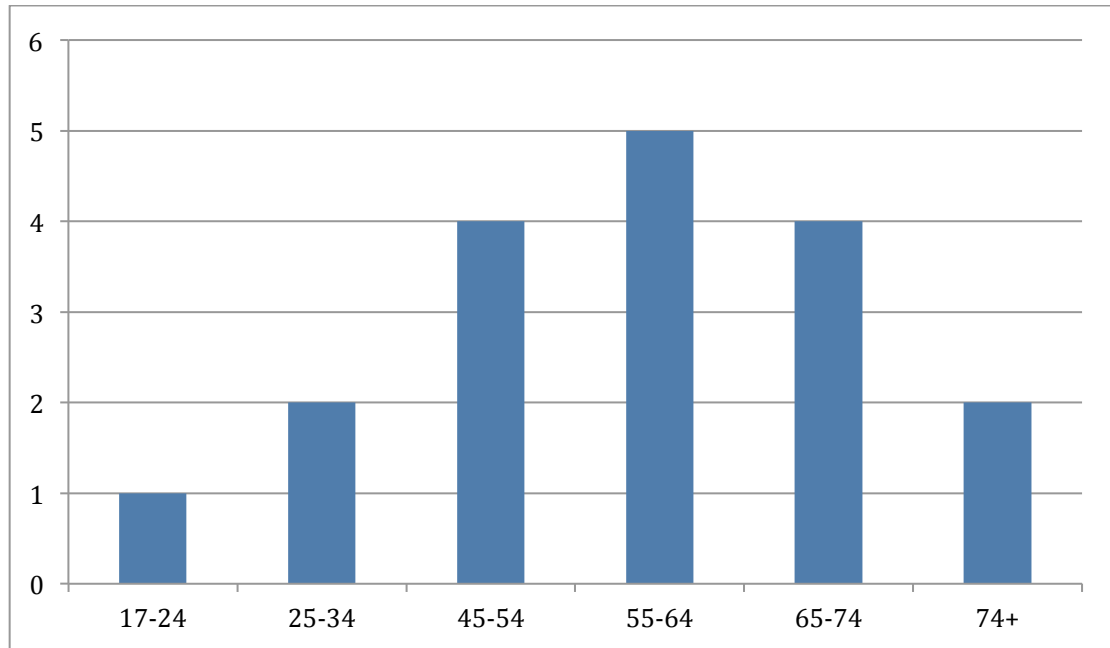
The PRG group consists of 18 virtual registered patients who have the option to attend meetings but would prefer to remain involved via email, telephone and postal updates. The virtual group consists of 5 males and 13 females.

The attending group members consist of a patient chairperson and secretary the meetings are attended and supported by a practice GP partner, and practice manager or staff member.

### GENDER WITHIN THE GROUP



## AGES WITHIN THE GROUP



### Steps taken to ensure PRG reflect our patient population in terms of age gender ethnicity disability etc.

We try and include all ages, gender, races religions and people with different illness, by inviting every new patient over 16 and every patient who attends the surgery without being discriminatory to leave their email address with a view to forming a PRG. We advertised the groups on the notice board, through letters, through word of mouth by the receptionists, doctor, and nurse practitioner and ask all new patients if they want to join. Volunteers from our existing PPG were present in the waiting room during surgery hours to encourage new members to guide on the purpose and benefit of a PRG. The following graph shows the demographics of our PRG group this is quite similar to the demographics of our registered population. Here is a letter we give to all new patients and all patients that attend the surgery over 16 years old. We have also sent the letter to 200 patients in our list of different gender age race disability etc.

The Bailey Practice  
107, Shernhall Street  
E17 9HS  
Tel 0208 520 5138

Dear Patient

We are encouraging patients to give their views about how the practice is doing and any suggestions you may have. We would like to find out the opinions of as many patients as possible and are asking if people would like to provide their email address so we can contact you by email every now and again to ask you a question or two. If you are interested please fill in this short form, it will be kept safe and only be used for this purpose.

Many Thanks

Best wishes

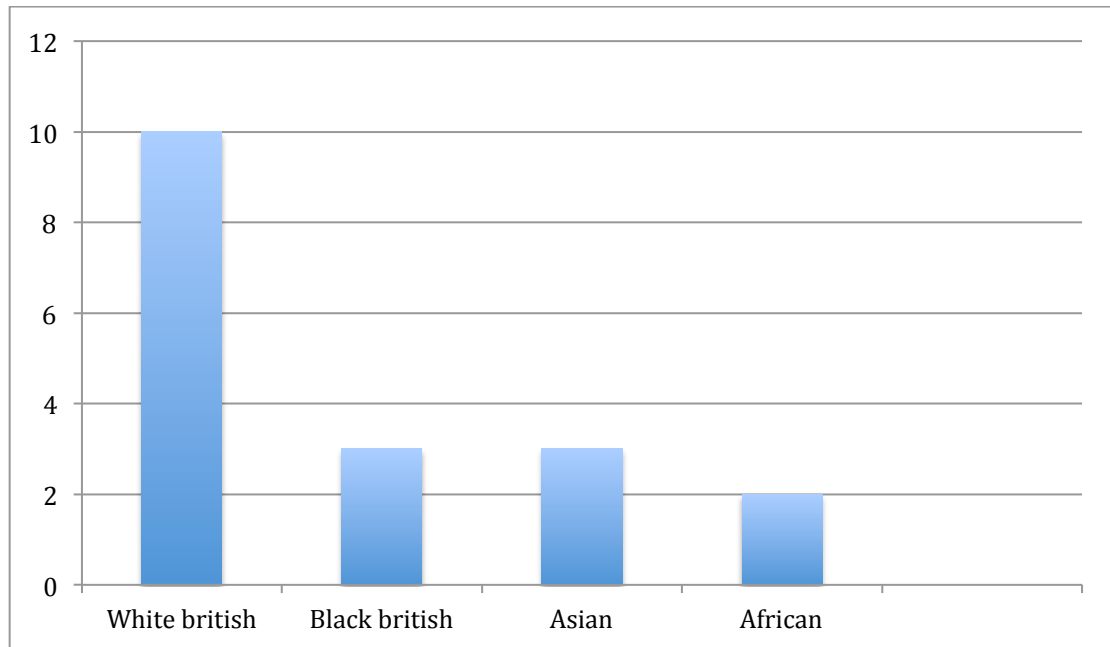
Jenny Bailey

Name

Email Address

Post Code

## ETHNICITY WITHIN THE GROUP



## Priorities for the survey

Communication was sent to members of the PRG prior to a meeting asking them to offer priority areas for inclusion in the survey. These suggestions were then taken to the meeting for discussion and planning. The top priority areas for the patient group were;

- Email contact for repeat prescriptions.
- Waiting room comfort and information.
- New notice board for the reception with up to date information 'Did you know booklets'?

These areas were incorporated into the survey

We used The GPAQ as the basis of our survey.

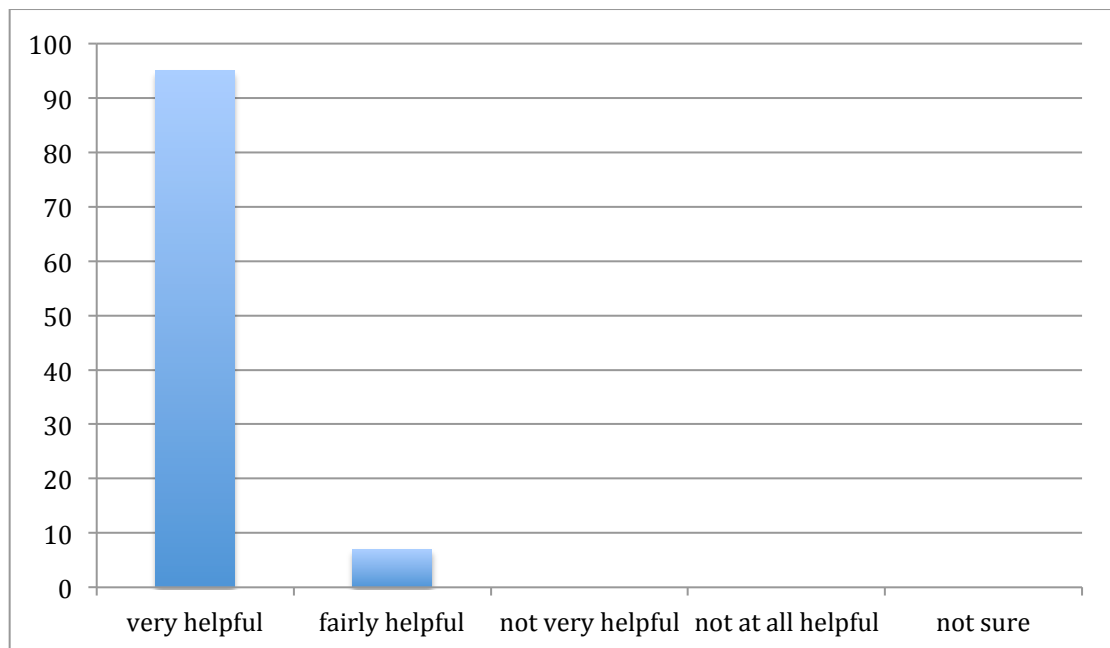
## Practice Survey Implementation

It was decided with the PRG to give the surveys out by hand as this had a better chance of a returned copy than if we had posted them. The Surveys were handed out to every patient over the age of 16 who attended the surgery over a one-week period 120 patients in total. This was done by the receptionists and by members of our patient group who were in the waiting room during surgery hours proactively approaching patients in attendance asking them to complete the survey. We received 103 completed surveys for collation and analysis.

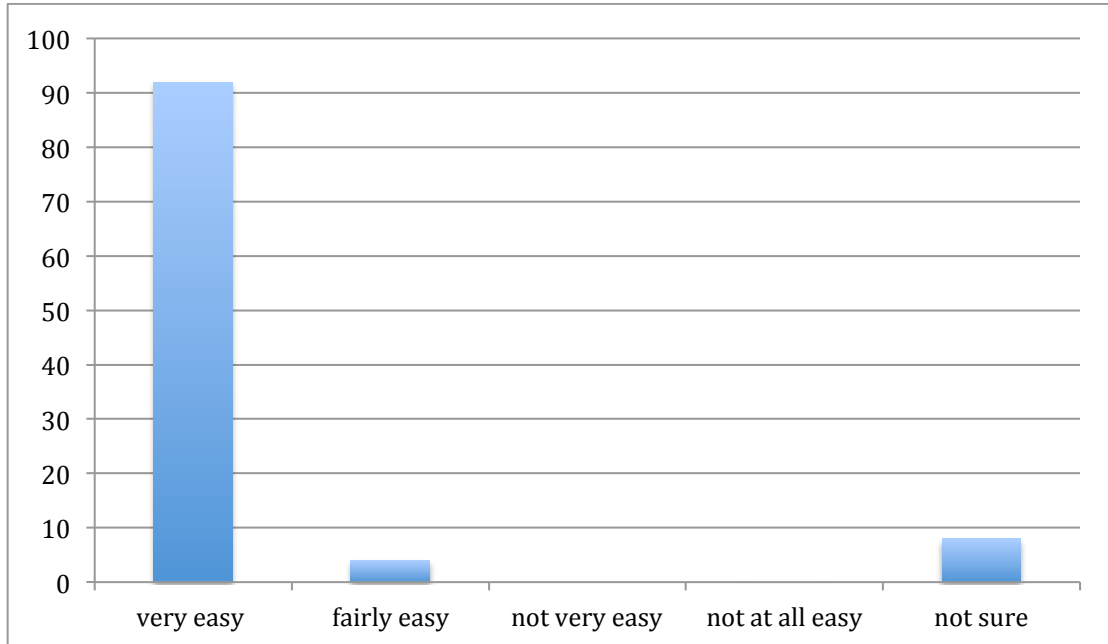
## Practice Survey Results and findings

The results were collated and analyzed with the help of a member of the PRG group the results are as follows;

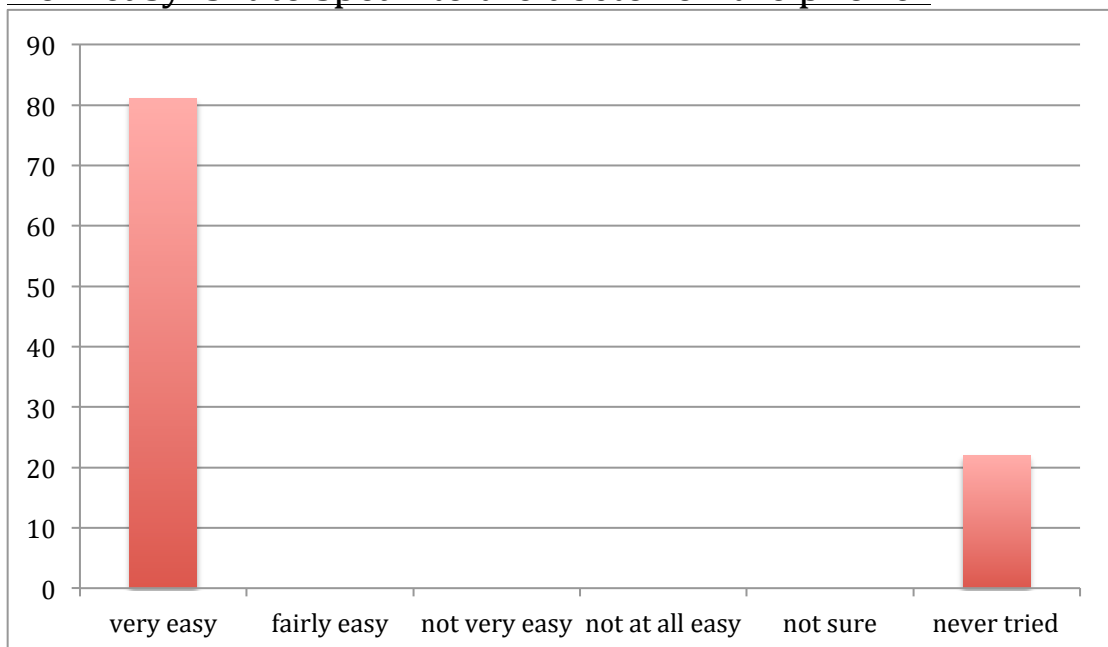
### How helpful do you find the reception staff?



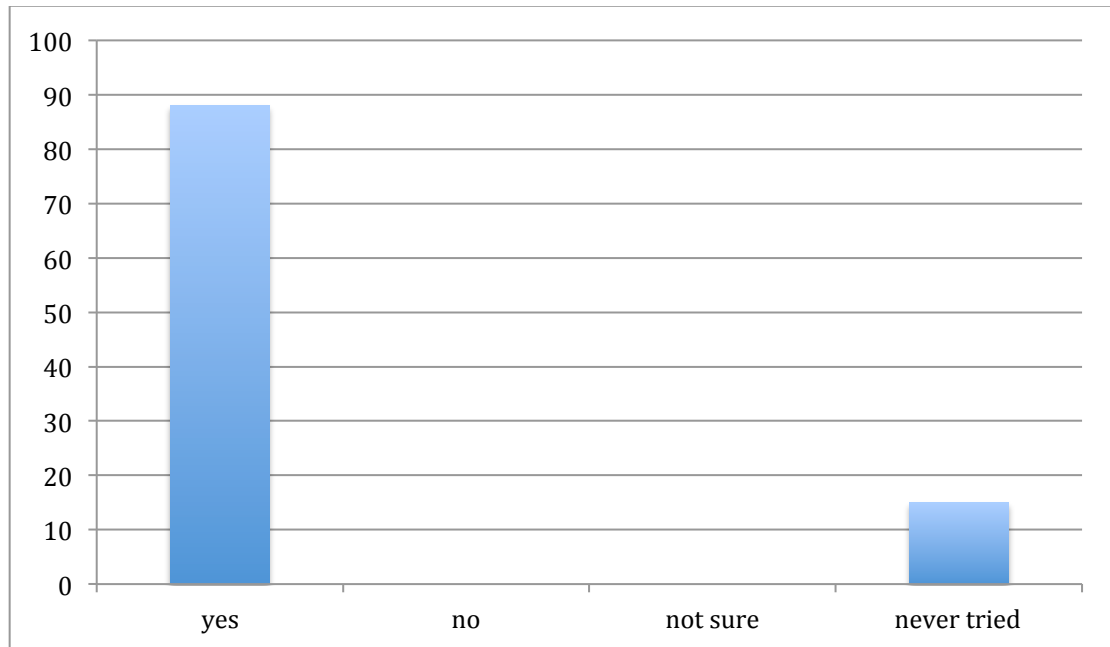
How easy is it to get through to the surgery on the telephone?



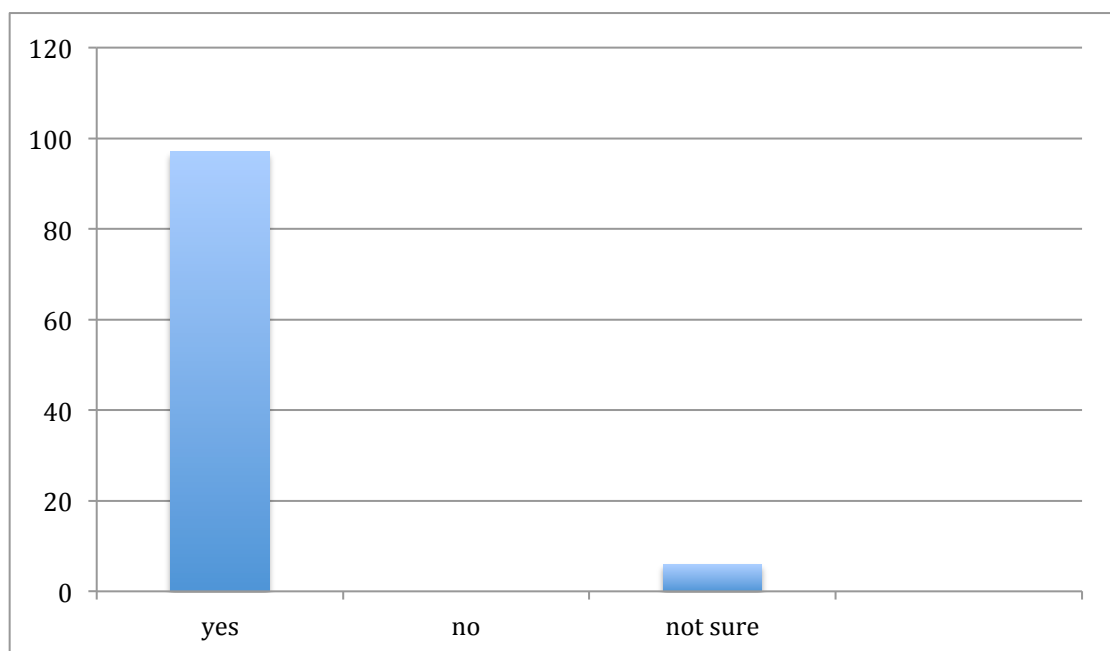
How easy is it to speak to the doctor on the phone?



If you need to see a doctor urgently, can you usually be seen on the same day?

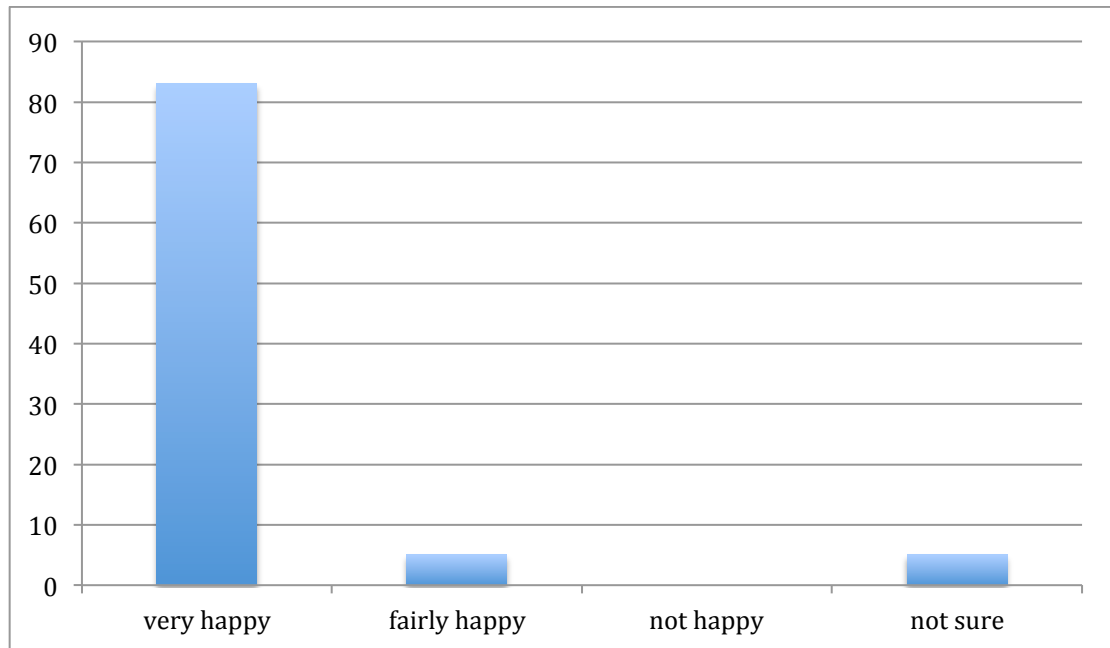


Are you happy with the levels of confidentiality in the practice?

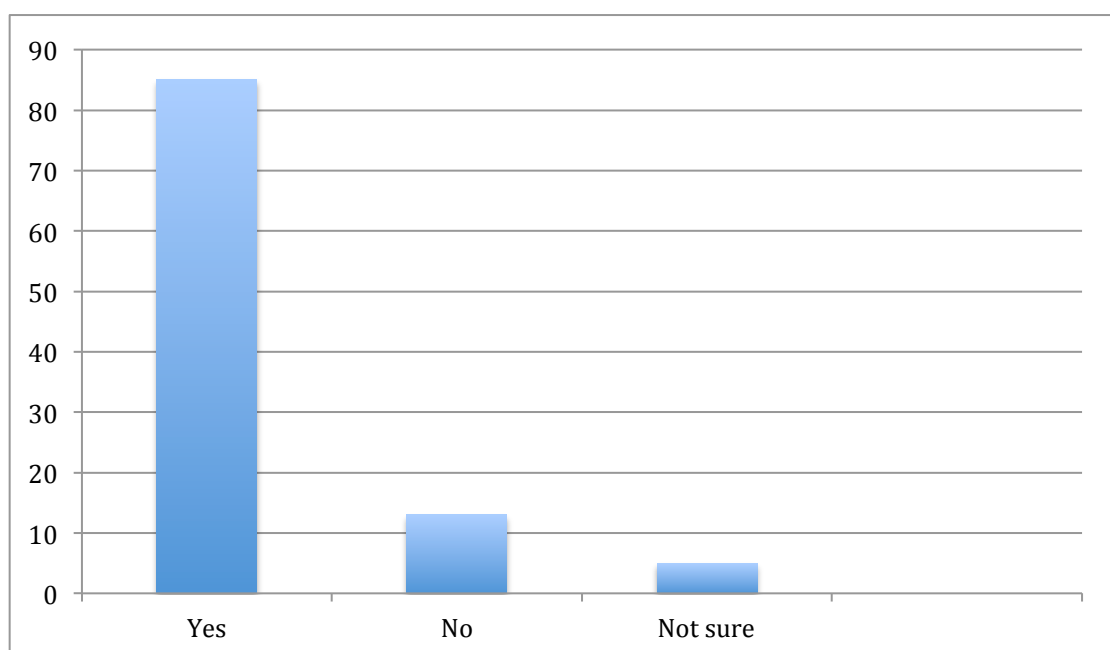




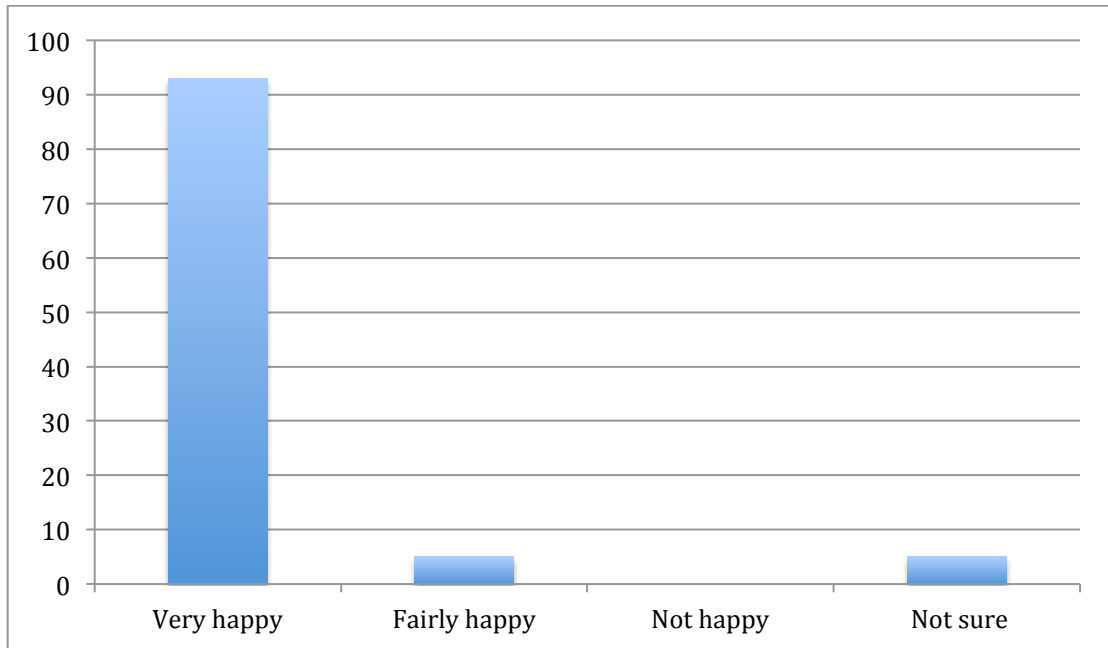
Are you happy with the all round care you receive at the surgery?



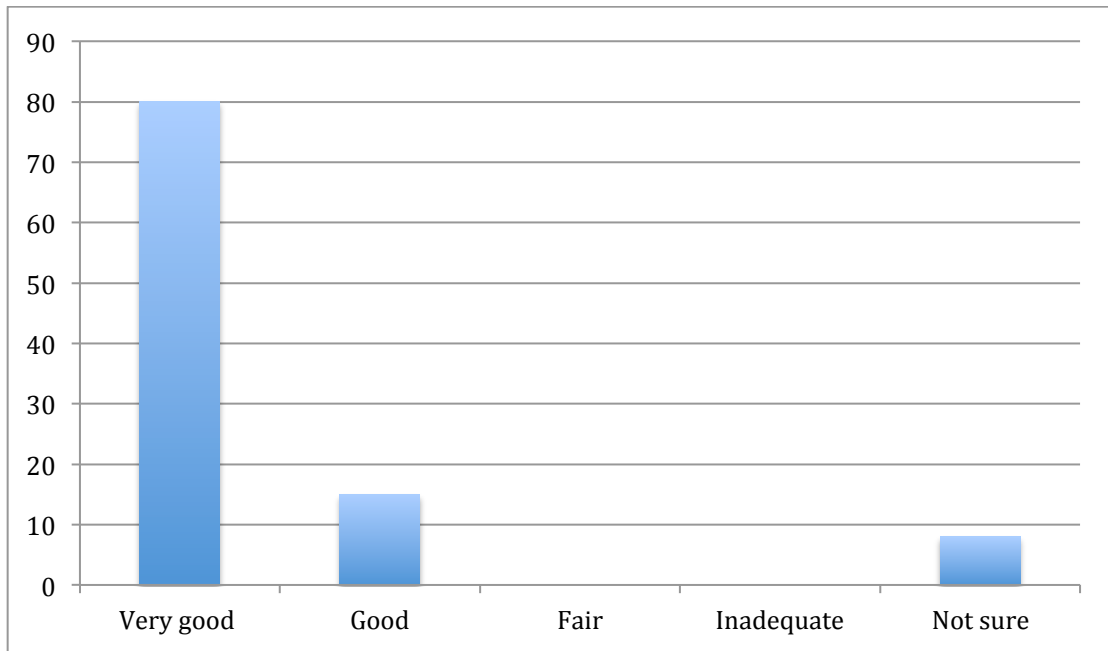
Are you happy with the opening times of the surgery?



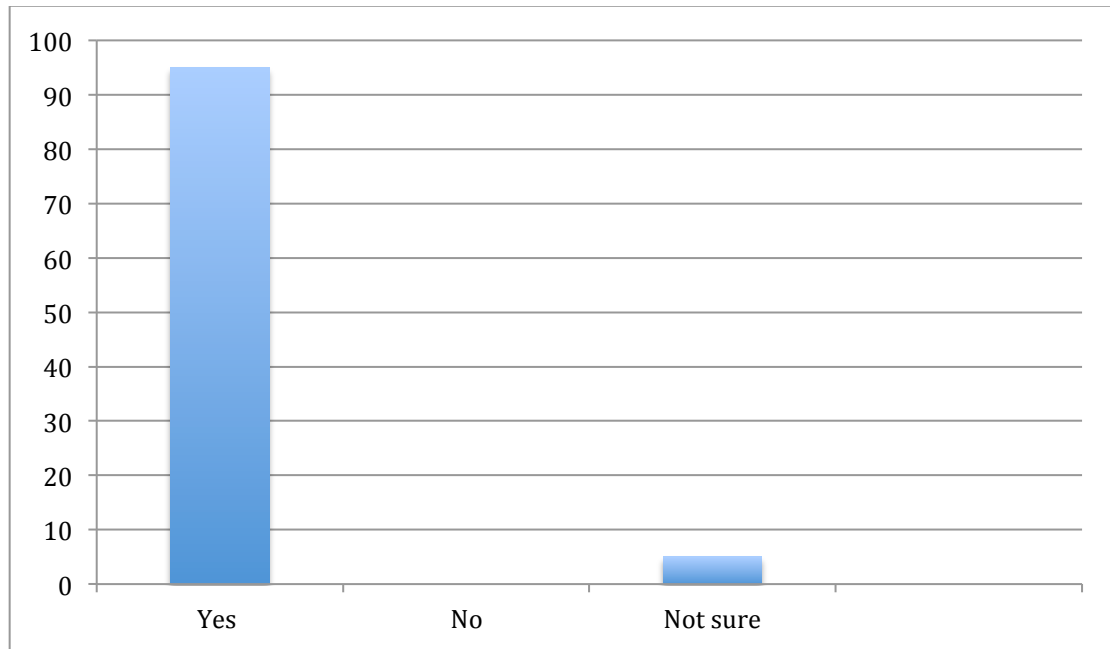
Are you happy with the prescription service at the surgery?



How would rate the waiting room in the surgery



## Would you recommend this surgery to a friend?



## The Practice survey invited free comments and suggestions some of these are shown below;

- More comfortable seating in reception area
- Useful to have a clock in reception area
- Pathology results phoned through to patients not the other way round
- Water dispenser for hot weather
- Doctor is very good, no improvements necessary
- Would not want to loose this surgery
- I am very happy with all areas of this service the doctor and receptionists are is wonderful

## Findings and free comments

The findings of the survey were discussed with the PRG so they had an opportunity to comment and discuss the findings and join with us to agree an action plan setting out the priorities and proposals arising out of the practice survey.

The Bailey Practice action plan following the patient survey  
March 2014

Recommendation	Plan	Consideration	Time Frame	Review Period
Waiting room comfort and information	Water dispenser for the summer months	A frequent request from patients. Highlighted by the PGR. Cost and supply to be looked into	3 months	June 2014
	A Clock to be hung in the waiting area		4 weeks	
	We will purchase some more comfortable chairs with armrests	They have to be plastic and wipe clean to comply with infection control standards	3 months	June 2014
	New notice board with laminated notices and information and "did you know" leaflets with clinical facts.		2 weeks	
Patients finding out pathology results	We will endeavor to phone every patient with their pathology result not just the abnormal ones which is the policy at the moment		Work in progress	
Email contact for repeat prescriptions.	Set up a secure dedicated Email account for patients repeat prescriptions. Inform patients via practice leaflet PRG notice board and word of mouth.	A frequent request from patients highlighted by the PRG.	3 months	June 2014

## Description of opening hours of the practice

The Bailey surgery is open from 8am-6.30 Monday to Friday  
Extended hours are provided on Monday and Friday mornings from  
7.15-8.am  
Patients can make appointments by telephone or in person at the  
practice.

The practice continues to welcome new members of the Patient  
group and will be happy to hear continued suggestions for  
development in an effort to maintain a good standard and improve in  
order to meet patient's needs.

This report will be posted on the NHS Choices and myhealthlondon  
web sites and on our notice board in the waiting room and sent to the  
PRG members by post.