

This report summarises development and outcomes of Penketh Health Centre patient reference group (PRG) in 2011/12.

It contains:

1. Profile of practice population and PRG
2. Process used to recruit to our PRG
3. Priorities for the survey and how they were agreed
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1 Profile of practice population and PRG

Practice population summary

At 26 March the practice list size was 15224. The population is fairly evenly split male to female ratio and between younger i.e up to age 44 and older i.e 45+ age groups. There is little deprivation but we do have a high proportion of patients i.e 1.24% in residential/nursing homes.

PRG profile

The PPG consists of:

1 female, white British, in the age group 19 – 30

2 male, white British, in the 31 – 50 age group, 1 being a working parent of young children and the other a carer for aged relatives

1 female, white British, in the 51 – 64 age group – semi retired

1 retired male, white British in the 65 – 74 age group.

In the initial PPG we also had a female, white British, in the 65 – 74 age group who worked for voluntary organisations. However, she decided she did not want to continue with the PPG role as she wanted to take on more voluntary work.

2 Process used to recruit to our PRG

Initially **we produced an invitation/information pack** (see Appendices [1](#) and [2](#)) which GPs, Practice Nurses and staff handed to patients to explain the purpose and role of the PPG and to encourage them to join.

We also **placed a poster** (see [Appendix 3](#)) in the waiting area.

We hoped to engage interest reasonably quickly and although some patients informed clinicians they would be willing to join, only 1 patient sent the completed documents back to us.

However, we **continued to hand out invitation packs** and **placed information on the practice's website** (see practice website www.penkethhealthcentre.co.uk). We also developed a system to **send email invitations to patients** who placed their repeat prescription orders via email (see [Appendix 4](#)).

In an effort to ensure our very elderly patients residing in residential/nursing homes were represented we contacted patients working in such establishments, personally, to ask if they would join the PPG. Unfortunately no one took up the invitation.

We also contacted a few mothers of young children to ask if they would like to join the PPG as we wanted to ensure the views of this group were represented, and although no one took up this offer we do have this cohort represented by a young male parent.

8 patients initially expressed an interest in joining the PPG and were invited to the inaugural meeting but only 6 attended. The other 2 prospective members were contacted again but did not respond. Although one of the original members decided they no longer wished to be part of the group, the remaining members agreed to continue and to try to recruit additional members over time.

3 Priorities for the survey and how they were agreed

The practice had recently changed its appointment system in an effort to:

- provide routine 'on the day' appointments; the evidence for this came from the audit of the duty doctor (the practices' emergency) sessions which showed the majority of requests were for routine matters, and from comments from patients;
- respond to patients comments/requests for 'sooner' appointments;
- in response to the results of the National Patient Survey 2010/11;
- reduce the number of appointments wasted through DNAs

The PPG and practice discussed the recent change to the appointments system at the meeting on 24 January 2012, taking into consideration comment sheets and complaints received from patients and conversations practice staff were having with patients on a daily basis. The PPG agreed this to be the main area for review as patients were having differing opinions about the change.

The PPG felt that the comments/complaints etc patients had made, suggested they did not understand how the new appointments system worked and the PPG agreed this should be the focus of the survey.

4 Method and results of patient survey

Once we had established the priority the PPG looked at examples of other questionnaires e.g. GPAQ, CFEP Improving Practice Questionnaire, the Ipsos MORI GP Patient Survey and the Dept of Health National Patient Survey and members noted the questions they felt fitted the criteria and from these developed the questions for the practice's survey.

We met on 7 February 2012 to finalise the survey questions.

We carried out the survey from 16 February 2012 to 2 March 2012 inclusive. By:

- Handing out the questionnaires following a consultation with a nurse or GP;
- Placing the survey on the practice's website;
- Posting the survey (enclosing an s.a.e) to a random sample of patients who hadn't attended the practice regularly in the previous 12 months;
- PPG member sitting in the waiting area at the practice and supporting patients in the completion of the survey whilst they were waiting to be seen by the GP/nurse

The results were analysed by one of the PPG using the Lime Survey tool.

Survey results

See practice website www.penkethhealthcentre.co.uk

5 Resulting action plan and how it was agreed

Prior to the next meeting one of the PPG members volunteered to produce the draft action plan following discussion with the Practice Manager. This was discussed at the next PPG meeting on 13 March 2012.

We agreed the action plan with the group on 13 March 2012.

See practice website www.penkethhealthcentre.co.uk

6 Progress made with the action plan

A summary of the progress as of 31 March 2012 is:

You said...	We did...	The result is...
Unaware of all the services offered by the Practice	Developed a Patient Newsletter to inform patients about systems and services available to them	1st edition to be published April 2012
	Agreed to develop a patient education process relating to key themes throughout the year	On going

7 Confirmation of our opening times

As a result of the survey we have not changed our opening times. They are:

You can call the surgery between 8.00a.m and 6.30 p.m on 01925 725644. Between 8.00 a.m to 8.29 a.m and 6.01 p.m to 6.30 p.m we operate on a reduced admin team and there is a GP available during these times.

The surgery reception is fully open from 8.30 a.m to 6.00 p.m.

Surgery times are from 8.30 am to 11.30 a.m and 2.30 p.m to 6.00 p.m

We are open on Monday and Wednesday evenings from 6.30 p.m to 8.30 p.m for GP appointments and these form part of the extended hours agreement.

Outside of these times please call OOH on 01925 650999