

## Lawn Medical Centre – Patient Participation Group Survey Report 2013/14

This report provides a summary of the activity undertaken by the practice and the Patient Reference Group (PRG) during 2013/2014. It addresses one of the requirements of the Enhanced Service Agreement that the practice has with NHS England

### Formation of the PRG:

- The group has been running for three years and consists of 89 “virtual” members and fourteen “face to face” members.

There have been some changes within the groups, four people have left the face to face group due to starting new jobs, but remain part of the “virtual” group. They have been replaced by five new members. The “virtual” group remains fairly stable, losing only two members who have moved away.

Increased patient numbers due to the recent closure of Marlborough Road surgery has enabled us to include an invitation to join the PRG through our practice leaflet. There has been no interest so far.

### Constitution of the PRG:

- The virtual group includes members aged from 24 to 86, though we need to try to attract more 18-30 year olds by perhaps suggesting the possibility on an ad hoc basis
- The group still includes twelve patients of other nationalities other than White British, a manager of a care home on behalf of those with learning disabilities, a resident of a care home, two wheelchair users, a blind lady and a young man who is profoundly deaf
- The face to face group includes two people of other nationalities other than white British, one wheelchair user and the blind lady
- Those without e-mail are included and contacted by letter or telephone

## Patient Survey 2012/2013

Following the action plan from last year's survey the following actions have been taken:

- Spring and winter newsletters were produced and distributed as widely as possible. Copies were made available on the website, in the waiting rooms and sent via e-mail to those who have agreed to receive them in this way.

Notices on the reception desk have also been upgraded, making them more visible.

- All notice boards have been reviewed and updated and relevant information included on the website. These are reviewed and updated regularly with fresh information, and current topics and local news highlighted.
- New IT system is now installed fully operational. E requesting of repeat prescriptions is increasing as more people are made aware of the service. Notices have been put on the notice board, in the newsletter, on the website and on the prescriptions to advise patients.
- Colin Robson (Practice Manager) and a member of staff have begun proceedings to facilitate online booking of appointments and requesting of repeat medication
- E-mail is being used more and more by patients as a means of getting answers and advice from their GP
- Three hundred patients have given permission for us to contact them with news and changes by e-mail. There has been a greater opportunity to offer this service to patients due to increased patient numbers through the recent closure of Marlborough Road Surgery. This has meant explaining our new services immediately to new patients as part of our overall offering.

We have also:

- Initiated better access for appointments – booking up to four weeks ahead.
- Provided extra seating in an upstairs waiting room .
- Created a privacy zone in reception in an attempt to improve confidentiality

Patient Survey 2013/2014

As a result of the survey undertaken in 2012/13 the PRG decided to focus on:

1. Opening Hours:

Do our opening hours meet patient's needs?  
What hours would best suit patients

2. Out of Hours Health Care Provision

How to contact Out of Hours Service  
Awareness of other services

3. Use of technology in the practice

Interest in receiving news and updates by e-mail  
Interest in online appointment booking  
Interest in ordering prescriptions online  
Interest in receiving text reminders of appointments

#### 4. Patients Suggestions

Services to bring to discussion by Swindon GP Commissioning Board

#### 5. Recording of mobile phone numbers and e-mail addresses

#### Results of the Survey:

Questionnaires were left in both waiting rooms for patients to complete should they so wish.

89 were sent to the “virtual” group via e-mail, 295 were sent via e-mail to those patients who had given permission for us to do so, 200 were posted to a selection of patients between the ages of 18 and 25 and 3 were posted to those on the PPG without access to e-mail

Though the response to the e-mail groups and the 18 to 25 group was disappointing, we did receive 210 completed questionnaires.

The survey was carried out in January/ February. The results were collated and are available on the practice website along with this report.

They have also been reviewed by the Patient Participation Group.

The results showed that the majority of patients are happy with our opening hours with a few suggestions for changes.

There was a great interest in the use of technology in making appointments, ordering prescriptions and appointment reminders

## LAWN MEDICAL CENTRE PPG ACTION PLAN

ACTION	REQUIREMENTS	ACTIONS	RESPONSIBILITY	TIMESCALES	REVIEW DATE
Review opening hours	Patient needs for local area. Need for extra work hours to be explored	Discuss with doctors and reception manager/staff	Colin Robson (Practice Manager)	Reviewed within six months	October 2014
Inform patients of Out of Hours Provision	Information to be included in next newsletter, on notice boards and by e-mail	List of health services to be compiled Produce a notice Reply to those on questionnaire by e-mail. Newsletter to be produced next quarter	Colin Robson and Dianne Lane	Within next quarter	At next PPG meeting
Organise patient on line appointment booking & repeat	Install patient access and sms.	Carry out a test of online booking once installed. Agree number of	Colin Robson  Kim Wilkinson	Within next quarter	At next PPG meeting

prescription ordering		appointments to be released. Gather patient agreement and update patient records. Collect mobile phone numbers	All Staff	Ongoing	
Suggestions for Swindon GP Commissioning Group	Provide information and means to enable patient feedback	Discuss at CCG meetings whether facility available & look to implement	Colin Robson	Within next quarter	July 2014