

HUNTCLIFF SURGERY

Patient Reference Group Report (PRG) 2013/2014

The surgery population is currently 7460 with an approximate 50/50 split of male and female patients. This percentage is mirrored in the PRG. In addition we have a relatively high number of patients aged 65+ (1650) which is also mirrored in the PRG.

In November 2013 the surgery contacted members of our PRG and it was agreed to use an updated questionnaire this year.

The questionnaires were given at random to 250 patients attending the surgery for an appointment with a clinician, the completed questionnaires were then sent to an external agency for analysis.

In March 2014 the results of the report were e-mailed to all members of our PRG for appraisal. Members were invited to attend a meeting to be held at the surgery on 19th March 2014 to discuss the results and share their opinions on any areas of improvement they felt could be made. An opportunity was also given for PRG members who were unable to attend the meeting to forward their comments online.

The meeting took place on Wednesday 19th March 2014. During discussions it was evident from the 2013/14 analysis that improvements had been made in respect of how quickly patients were able to see a particular doctor. The surgery scored 4.8% above the national mean, which indicates that the 2012/13 Action Plan proved to be a success. It was also noted that we had four GP Registrars on placement with us during 2013/14, and this would have had a positive effect on how quickly a patient could see a doctor of their choice.

It was agreed that the results of questionnaires undertaken in 2013/14 were positive. It was noted however that on the question 'How do you rate - how long did you wait for your consultation to start?' we fell just below the national mean by 0.1%, this was felt to be of no great concern by the PRG.

Discussions took place around the patient calling system currently in operation. Patients booking in to see a clinician are given a plastic numbered ticket, this denotes their position in the queue to see the doctor or nurse. This system means that a patient's name is not called out or displayed in the waiting room, therefore respecting patient's anonymity. It was agreed this was good practice and to continue with this calling system. It was however noted that the plastic numbers were looking slightly worn and that some of the colours were similar, thus causing some confusion in the waiting room. It was also noted that the numbers on the tickets could be larger to assist with viewing them across the waiting room.

The question of hygiene was raised with regards to the cleanliness of the plastic tickets. The members of the PRG were reassured that the tickets are sanitised after morning and afternoon surgery.

Following comments and opinions from members of the PRG it was agreed that the following action plan would be implemented as soon as practically possible during 2014.

Action Plan

1. To order new plastic numbers in contrasting colours and to increase the size of the numbers etched on the plastic tags. This would help prevent confusion in the waiting room as some of the colours were very similar and the numbers were slightly too small to see from across the waiting room.
2. Display a poster near the coloured numbers to reassure patients that the numbers were sanitised after each morning and afternoon surgery.
3. A copy of the 2013 Care Quality Commission (CQC) inspection report from November 2013 to be forwarded to members of the PRG
4. Carry out further patient satisfaction surveys during 2014/15.
5. Actively recruit new members to the PRG; targeting difficult to reach groups.

Should you require any additional information regarding this content please contact the Practice Manager.