

PATIENT PARTICIPATION

2013-2014

1. Develop a patient reference group

We have a patient participation group with 10 members who meet regularly every 2 months. This is a proactive and enthusiastic group of patient representatives who are developing their knowledge in primary care. There is a mix of both male and female patients on this group.

We also have a virtual group of 129 patients of whom we send information through to on a regular basis including the minutes and agendas for the above meetings and also other information which we feel relevant to share.

2. Agree areas of priority with the PRG

The group is still in its infancy and has found 2013/2014 to be a time of finding out more about the practice and the businesses surrounding it and the way that it operates. This also included Commissioning and how this affects general practice. It has also been a time of finding out more about how patient participation groups operate thus input has been sought from individuals who run or participate in other groups to come and talk about how their groups function.

3. Collate patient views through the use of a survey

The practice survey looked at the waiting room jointly with our neighbouring practice to seek the views of both practices' patients as both practices share the same waiting room.

4. Provide the PRG with an opportunity to discuss survey findings and reach agreement with the PRG on changes to services

The survey findings were discussed at the 21st January 2014 meeting. Full list of comments is attached on the questionnaire results in the attachment below. Our members also raised – “bring back the Journal!”, Notice on the desk for patients requesting privacy to ask to be seen away from the reception, more disinfectant in the waiting room as not clearly visible., to monitor the music as it can be too loud upstairs.

Full agreement that the practices open the doors at 8.25am rather than 8.30am as this will be helpful during bad weather and for patients who have 8.30am appointments.

5. Agree action plan with the PRG and seek PRG agreement to implementing changes

Caroline to discuss changes and implementations of above with Practice Staff, Doctors and with representatives of the building group.

Notice board – get new larger one to display information better

Look at layout of waiting room – could this be rearranged better?

Ensure screen is working and displaying relevant information

Privacy notice on reception

Arrange for doors to be open at 8.25am

Reading matter – ensure up to date and cleared out on a regular basis

6. Publicise actions taken and subsequent achievement.

Arrangement has been made with staff to open the doors at 8.25am and this has been implemented.

All other above changes are in the process of being implemented.