

GLADSTONE MEDICAL CENTRE

PATIENT REFERENCE GROUP REPORT 2012/13

This report summarises the development and outcomes of **Gladstone Medical Centre** Patient Reference Group (PRG) in 2012/13.

It contains:

1. Priorities for the 2012/13 patient survey and how they were agreed with the PRG.
2. Method and results of patient survey.
3. Changes in services required as a result of the patient survey (agreed with PRG).
4. Action plan detailing priorities and proposals agreed with PRG.
5. Publication of the Local Patient Participation Report on the Practice Website (by 31st March 2013).

Gladstone Medical Centre Patient Profile

REGULAR PATIENTS IN MAR 2013. BASE IS NATIONAL POPULATION UK 1988

Age groups	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+	Totals
Males	252	271	404	311	350	362	312	174	68	5	0	2509
Base	291	317	389	336	292	248	210	137	57	4	0	2281
Percent	87%	85%	104%	93%	120%	146%	149%	127%	120%	134%	0%	110%
Females	225	260	335	215	309	320	252	170	77	9	0	2172
Base	276	302	378	333	291	254	241	196	109	19	1	2400
Percent	82%	86%	89%	64%	106%	126%	105%	87%	70%	47%	0%	91%

Gladstone Medical Centre's PRG representative Profile

Gladstone Medical centre has a very active and enthusiastic Patient Participation Group (PPG) . The aim is to: Improve **communication** between the Practice and the patients and to contribute to the **continuous improvement** of services

Members	Sex	Ethnicity
Irene Hussey	F	White
Ann Jones	F	White
Mike Sleeth	M	white
Lynn Atkin	F	White
David Stirrup	M	White
Tony Delaney	M	White
Millie Hancock	F	White

1. Priorities for the survey and how they were agreed with the PRG:

- To look at ways to improve telephone access
- To educate patients in appointments system and how to make it work for them

To determine the priorities for the survey we:

- Asked patients attending practice
- Asked PRG

A meeting of the Practice PRG was held on 14 March 2013 and the latest patient survey was discussed.

- 85% of all patient ratings about this practice were good, very good or excellent

The priorities were the following:

- a) A New patient call system
- b) Improved telephone answering system

2. Method and results of patient survey:

The patient survey was conducted by CFEP the results of the survey can be seen on the practice website www.gladstonemed.co.uk and downloading 2013 practice survey. The patients filled in the improving practice questionnaire before and after seeing the doctor.

3. Changes in services required as a result of the survey (agreed with PRG):

(Include summary of discussions on findings of patient survey with PRG).

The changes patients have asked for have been mostly addressed by the modernisation of the surgery. We hope we will be able to offer even more amenities of our patients offer more in house services and be more pleasant experience.

A discussion was held at the last PRG meeting held on 14/3/13 at Gladstone Medical Centre. A message is to be placed on patient display system as follows:- There is a duty Doctor always available in the practice if you wish to see a Doctor of your choice there maybe occasions when you will have to wait longer for an appointment.

4. Action plan detailing priorities and proposals agreed with PRG:

You said...	We did...	The result is...
Better patient calling system Better telephone response	A new display system is to be installed in both waiting areas which will be connected to EMIS system. We are currently in the process of updating our phone system and are reviewing quotes received.	Patients will in future be called in by the GP when their name appears on the display We intend to update our system so that the patient's call is immediately answered and dealt with by the relevant option.

5. Publication of the Local Patient Participation Report on the Practice Website (by 31st March 2013). (www.gladstonemed.co.uk – press option for further information and click on download 2013 survey).