

The Health Centre Practice Royston

Patient Reference Group Report dated 10 April 2013

A GP, members of staff and representatives of our patient reference group have been meeting regularly throughout 2012/13 at the Health Centre Practice on a Monday evening at 7.30pm. About 10 members usually attend each meeting although at our last meeting, it was lovely that 16 patients attended to represent our patients. We are continuing to recruit new patients to our group by advertising the group with flyers and on our waiting room TV screen.

One member of our Group has put their name forward to be our patient representative on CATCH (Cambridgeshire Association to Commission Health) and has already attended one meeting. It is hoped that this member will be able to update the group on commissioning matters for Royston patients when he attends future meetings.

At our meeting in February, we asked the group if there were any questions they would like us to include in our patient survey 2013. The group agreed it would be helpful to include questions about our proposed redevelopment of the downstairs of our building.

We carried out our 2013 survey during the month of March 2013. We gave out surveys to patients attending appointments and also by e-mail to all patients who had an e-mail address on our computer system records. We received 200 completed surveys.

Of these 200 completed surveys, 122 were completed by female patients and 65 by male patients. Returned surveys were received from a wide range of ages from under 18 years to over 85 years of age. Surveys were also returned from different ethnic groups including white British, black British, African, European, India, Irish, and Caribbean. We included questions on accessibility of appointments, helpfulness of staff, and also privacy and confidentiality at the practice. The results of this survey have been published on our practice website. Our patient group met again on Monday 8 April to discuss the results of the survey.

Although the survey results showed that our waiting room monitor did not need repositioning, the group felt that it was necessary for this to be done so that both right-handed and left-handed patients had easy access of the monitor. Our survey results also confirmed that patients would welcome increased privacy when speaking at the front desk and our proposed development plans will ensure that this is possible. Many patients commented on lack of room in the waiting area and our proposed development will greatly increase this floor area along with providing additional seating. It was also agreed that our waiting room TV should be kept as this displayed posters giving health information for patients as well as calling patients to consulting rooms and providing background noise in the surgery.

From the 200 completed surveys, 119 patients preferred to contact the surgery by telephone in order to book appointments. 58 patients are now using on-line booking and this number has increased steadily throughout the 2012/13. 74 patients felt it was very easy to get an appointment with a doctor or nurse and 179 patients found staff at the practice "extremely helpful".

Our action plan, agreed with the patient participation group following a meeting with them will be as follows:

- The re-siting of the waiting room blood pressure monitor so this can be easily accessed by all.
- Improved confidentiality for patients speaking to the receptionist at the front desk.
- Increased floor space in the waiting area and additional seating to be installed.
- To continue to update our waiting room TV screen to include patient information on health issues.
- To increase the number of appointments available to patients to book on-line appointments.

Our practice opening hours are 8.00 am to 6.30 pm Mondays to Fridays.

We also offer extended hours appointments as follows:

Monday 6.30 pm to 8.00 pm.

Tuesday, Wednesday, and Thursday 7.00 am to 8.00 am.

Melanie Hamlin
Patient Participation Group Organiser