

Health Centre Practice Royston

Patient Reference Group Report dated 26 March 2012

At the end of July 2011 we invited patients to join our new patient reference group which we hoped to set up in the Practice. We initially opted to create a "virtual group" in the first instance to get ideas and suggestions on how we could improve upon patients' experience at the Health Centre. We then hoped to set up a patient core group to meet with the Practice to take these ideas and suggestions forward.

In order to ensure our group was a good representative of our patients, we targeted patients using the following methods:

- Printed leaflet invitations to sign up to the group
- Advertising the group on our waiting room TV screen
- Giving invitation leaflets to our local pharmacies to hand out to patients who collected prescriptions
- Gave invitation leaflets to our drugs misuse counsellor, midwife, health visiting team, district nursing team and HomeStart team so that they could help recruit patients from these groups
- Gave invitation leaflets to patients who were recorded as "carers" on our computer system

By September 2011 we had received 50 replies from patients who wished to join our "virtual group". We then e-mailed all of this group asking them to let us have 3 suggestions each on how we could help improve patients' experience at the Practice.

We collated all suggestions made by the group and then invited everyone in the group to attend our first patient group meeting scheduled for Monday 30 November in order to discuss the suggestions that had been made.

Six patients replied that they would like to attend our first meeting at the Practice. At this first meeting we discussed all the suggestions that had been made and prioritised those suggestions that we would like to take forward. A further meeting was arranged for early January 2012 to discuss the points in detail and establish an action plan. Eight patients attended the next meeting and an action plan and patient survey proposed. This survey would include the suggestions made by the group and also some questions about the Practice in general. We looked at previous patient surveys that had been carried out and included questions from those surveys where the Practice could improve e.g. telephone access, waiting area etc.

We set a date to carry out the survey. We agreed this would be on a Monday, our busiest day during the week, in order to target as many people as possible.

135 survey forms were completed and handed back to reception. We analysed all the replies from the survey and took these responses to the meeting on 3 March 2012. Minutes of the meetings and an invitation to attend our next meeting scheduled for 3 March were sent to all the patients in our virtual group.

At the meeting on 3 March, we agreed with the group the following points to implement:

- Re-siting of the patient self-check-in screen away from the front reception desk to ensure patient confidentiality for patients who needed to speak to the receptionist at the front desk.
- To reduce the amount of appointments each month where patients did not attend by writing to those patients to remind them that they had missed an appointment
- To remove the cartoons from our waiting area TV screen and to replace these with patient information leaflets giving health promotions, clinics, advice etc. We would also add low background music to the TV screen to improve patient confidentiality in the waiting area
- To tidy up the waiting area by re-sitting patient leaflet rack and redecorating where necessary
- To continue to provide extended hours surgeries at the Practice as the survey results had shown an improvement in patient satisfaction to being able to book GP and nurse appointments.

Our core opening hours will remain the same: Mondays to Fridays 8.00 am to 6.30 pm

Extended hours for pre-bookable appointments as follows:

Mondays: 6.30 pm to 7.30 pm

Tuesdays, Wednesdays and Thursdays: 7.00 am to 8.00 am.

If you have a problem that cannot wait until Surgery is next open please use the following number: Herts Urgent Care – 03000 333 333

or contact NHS Direct, a 24 hour service on 0845 46 47 or www.nhsdirect.nhs.uk.

This patient group report and the results of the patient survey have been added to our practice website www.roystonhealthcentre.co.uk

We are continuing to invite patients to join our “virtual group” and to date we now have 76 patient members.

Our clinical supplier (ISoft) have now created a Practice Profile Report which gives us information on age/sex/ethnic origin for all our patients and we hope to run this report which will enable us to send out invitation letters to all ethnic minority groups in the hope that they will become members of our patient group in the future.

Melanie Hamlin

Patient Reference Group Leader