

PATIENT REFERENCE GROUP REPORT 2012/13

This report summarises the development and outcomes of Central Park 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).

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

We wished to ask our patients on a face to face basis what positive and negative comments they wished to share with us

The practice and PRG wished to address areas from the negative comments from last survey.

2. Method and results of patient survey:

PRG members to hand out and help patients to complete questionnaire

Results were brought to weekly Clinician meeting and discussed and Actions minuted
Results were also brought to the PRG discussed and minuted

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

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

You said...	We did...	The result is...
Car Park to Narrow	Contacted landlords	Waiting to see plans Patient Group to discuss
More evening appointments	We have put plans in for 8.00-8.00 opening	To Start June 2013
Disabled parking spaces needed	Spoke to Prime landlord	The amount we have is the correct amount

On line booking /prescriptions	Contacted Whis	Still waiting to hear when we will get a start date
Patients could not get an appointment.	More Gp sessions available	More appointments
Difficulty with getting through on the phone by patients	Audited phone calls, by five bar gate tool. Changed staff rota reflect working times to address high volume of calls. Changed procedure and prioritised calls to be taken at certain time. Changed advice on greeting message on telephone	Only implemented Feb 2013 We are awaiting results, we will have feedback on next questionnaire

5. Publication of the Local Patient Participation Report on the Practice Website (by 31st March 2013). www.centralparkmcwirral.nhs.uk