



**Townsend House Surgery**  
**Patient Representative Group Report**  
**Part 2: 2013/2014**

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**A description of the profile of the members of the PRG:**

Our PRG currently has 69 members consisting of 24 Male and 45 Female.

The age range of the group starts at the over 25's with varying percentages right through to the over 80's.

This is broken down as follows:

- 1 patient in age bracket 25 – 34
- 2 patients in age bracket 35 – 44
- 5 patients in age bracket 45 – 54
- 16 patients in age bracket 55 – 64
- 20 patients in age bracket 65 – 74
- 10 patients in age bracket 75 – 80
- 15 patients in age bracket over 80

The ethnic profile stands at 68 British and 1 Irish

The group is an open group with patients able to join or leave at any time.

**A description of what steps the Practice has taken to ensure that the PRG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:**

The Practice has been running a PRG for just over 2 years now and remains conscious, as with previous years, that the age bracket of Under 30 is proving difficult to recruit from.

We actively recruit by displaying notices and leaflet with details and aims of the group in reception and via our website.

We hand out fliers to patients attending any Nurse led clinics such as Smokestop / Chlamydia screening / Influenza / Post natal and Travel in an effort to reach a wide range of age / ethnicity brackets.

This year we have also discussed creating a facebook page in an effort to attract younger members.

**A description around how the Practice and the PRG determined and reached an agreement on the issues which had priority within the Local Practice survey:**

The Group discussed the options for this year's survey at the meeting held on 17 January 2014; in the past we have created our own survey and also used a professional company.

As the practice has recently changed telephone and appointment systems it was thought that this survey for this year could be used in order to gauge public opinion as to their effectiveness.

Patients will be asked to rate the system and leave a free text opinion.

**A description of how the Practice sought to obtain the views of our registered patients:**

The opportunity to take part in the survey was presented to patients who attended the surgery during 10 February 2014 to 22 February 2014 and via all letters sent out from the practice during this time.

**A description of how the Practice sought to discuss the outcomes of the survey and the Practice's action plan together:**

The results of the survey were analysed and circulated to the group. This formed the basis of discussion at the meeting held on 21 March 2014.

**A description of the findings that arose from our Practice survey and what will be implemented:**

Most people who responded were positive about both systems with patients confirming understanding and ease of application. See attached sheet for results.

Discussion points:

Create a 'how to' leaflet for inclusion in new practice leaflet and to promote to existing patients.

Investigate sending text reminders to patients, also to patients who do not attend their appointment.

Can they touch screen be utilised to ask patients if their details are up to date?

Can the waiting rooms have screens to show messages from the Practice?

**A summary of statistics relating to the findings of the local Practice survey:**

See attached sheet for results.

**A Description of the action which the Practice intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local Practice survey and meeting with the listening group:**

**Meeting held Friday 21 March 2014.**

Review action plan undertaken to address issues raised by the survey completed year 2012/13:

Action:

- 1) Practice to obtain quote from Jayex Touch Screen check in service to enable automatic check in. Fully met
- 2) Receptionists to pro-actively advise patients when the Doctor is running late or called out on an emergency in order to offer patients the choice of waiting or booking their appointment. Fully met
- 3) Practice to supply suggestion box for patients to post comments or compliments, although this will be emptied weekly, patients will be advised that items posted here will be placed on the agenda of the next PRG meeting for discussion and agreement. Patients will be advised that this service is not for complaints and that these should be addressed by following the normal complaints procedure. Fully met
- 4) Members of the PRG agreed that they will feedback their own observations on the practice at the regular meeting. Fully met

The above points have been discussed at meetings held throughout the year

**Actions agreed for year 2013/14:**

- 1) **The practice will create a 'how to' sheet for inclusion in new patient packs and to promote to existing patients. Before rollout the sheet will be circulate to the PRG to discussion/comment and approval. Time frame: start production April 2014 with aim to rollout by end June 2014.**
- 2) **Implement new system of sending text reminders to patients and consider use for patients who do not attend their appointment. Roll-out to new patients registering, existing patients are to be offered routinely when attending the surgery. Time frame: start production April 2014 with aim to rollout by end June 2014.**
- 3) **The practice will review the settings on the touch screen check out to include a**

message asking patients if their contact details are up to date. Have slips available on reception for patients to fill in whilst waiting for the doctor. Timeframe: complete by end April 2014.

- 4) The practice will investigate costings for new message screens to be installed in the waiting rooms. Time frame: Obtain quotes by end May 2014.

**A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:**

The Practice is open from Monday – Friday  
8am- 1pm and 2pm – 6pm

When the Practice is closed Patients are able to access the Out of Hours service on 111.

Patients may order repeat prescriptions at any time using the secure connection on our website –  
Patients may also send an email to the Practice using the email link on our website -

[www.townsendhousesurgery.co.uk](http://www.townsendhousesurgery.co.uk)

**A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.**

The Practice has not entered into an extended hours scheme.