

Patient Reference Group (PRG) Practice Action Plan (PAP)

Patient volunteers were sought to attend the inaugural PRG meeting in December 2011. A small group met with the GPs and admin staff, where information regarding the aims and objectives contained in the patient participation DES was circulated and an initial implementation plan agreed.

Initial Actions

- | | |
|--|--------------|
| 1. Re-design and re-launch of practice website | Dr Sutcliffe |
| 2. Patient survey to cover: | Dr Sutcliffe |
| a. Demography | |
| b. Access | |
| c. Satisfaction with opening hours | |
| d. Quality | |
| e. Available services | |
| f. Overall satisfaction | |

The survey would be undertaken in January

- | | |
|---|-------------|
| 3. Steps to look at branding the practice to ensure an identity distinct from other Riverside users | GPs |
| 4. Measures to recruit more patients to the PRG | Admin Staff |
| 5. Next PRG meeting in February to review actions, Survey results and develop the PAP | |

The draft survey was approved by the PRG and circulated to patients in the surgery, in their homes and in residential care. Since the web site was not currently available to provide on line access to the survey, a paper based questionnaire was utilised.

The PRG (including additional, new members) met again on 15 February 2012. The survey results were scrutinised, and a PAP was agreed.

Practice Action Plan

- | | |
|--|----------------------|
| 1. Functioning web site by early March
(www.dingledocs.nhs.uk) | Dr Sutcliffe |
| 2. Publish survey and PAP on the web site | Dr Sutcliffe |
| 3. Appointment of new partner Dr Lamb from April 2012 | GPs |
| 4. Adoption of practice name Dingle Park Practice | All |
| 5. Staff uniform to be distinctive | Admin |
| 6. Practice notice board | Admin |
| 7. Correct signage outside building | Admin |
| 8. Approach Council for parking restrictions | Admin |
| 9. Approach Council for sign from Park Road | Admin Refused |
| 10. Repeat (online) survey in April/May
(to include questions regarding delays whilst waiting to be seen) | All |
| 11. Continuing recruitment to the PRG | All |
| 12. Forward PAP to PCT/statutory body by 31.3.12 | Dr Sutcliffe |

18.02.12

Patient Reference Group Report 2012-13

A follow up survey was devised and circulated to the PRG for their approval. Subsequently this was posted on line, on the web site and via hard copies within the practice during November and December 2012. Hard copies were also taken to housebound and residential home patients.

The results were collated and presented to the PRG on 21.03.13

At that meeting it was reported that:

1. The web site was up and running
2. The survey results and action plan had been published on the web site.
3. Dr Lamb had been appointed as a full time partner.
4. The practice is now known as **Dingle Park Practice**.
5. Distinctive uniform worn by staff.
6. Practice notice board in operation.
7. Signage outside the building in place.
8. Council Road markings in place

The council had refused a sign to the centre on Park Road

9. A delayed survey was conducted in November/December 2012
10. Additional PRG members had been recruited.
11. The PAP had been accepted by the PCT

The PRG scrutinised the survey results and were unanimously complementary. If interested members were invited and encouraged to consider participation within the new CCG structures from April 2013.

A discussion led to the development of a new PAP.

Practice Action Plan 2013-14

1. Once transferred to EMIS web, to ensure that the EMIS access facility operates effectively. Dr Sutcliffe and Sandra McEvoy
2. Make more effective, dynamic use of the notice board Admin staff
3. Develop a strategy to limit late running to a maximum 30 minutes whenever possible. Doctors
4. Reorganise afternoon appointments with more earlier in afternoon and fewer late on. Doctors
5. Continued recruitment to the PRG. All
6. Forward report and PAP to PCT by 31.03.13 Dr Sutcliffe
7. Publish survey and updated PAP on web site by 31.03.13 Dr Sutcliffe

25.03.13

Patient Reference Group Report 2013-14

A further survey was devised and circulated to the PRG for their approval. Subsequently this was posted on line, on the web site and via hard copies within the practice during November and December 2013. Hard copies were also taken to housebound and residential home patients.

The results were collated and presented to the PRG on 19.03.14

At that meeting it was reported that:

1. The practice had transferred to a new record system EMIS web, but that there were still unresolved issues with the EMIS access facility.

2. There is still scope to improve the quality of information on the practice notice board.
3. Changes to the appointment system have significantly reduced late running and
4. Later afternoon appointments are now only available at the beginning of the week or by arrangement on other days.
5. Recruitment to the PRG remains slow
6. Last year's report and PAP was forwarded to the PCT by 31.03.13
7. The updated report and PAP were published on the web site by 31.03.13

The practice surveys were again complementary with extremely high scores for all staff and clinicians.

The phlebotomy service is appreciated by patients from around the city.

The patients surveyed are very happy with access to GPs and nursing staff

The members of the PRG were again advised that they could participate in the CCG structures if they so desired.

It was noted with some sadness that Patricia Nelson would be retiring completely over the summer months. Gratitude for her dedicated care and service over several decades was expressed

After discussion a new PAP was devised and agreed for 2014-15

Practice Action Plan 2014-2015

1. Ensure EMIS access is developed and available
(Sandra McEvoy, PM, Dr Sutcliffe)
2. Recruitment of a new practice manager (PM) **(GPs)**
3. Possible recruitment of additional admin staff **(GPs and PM)**
4. Develop web site further **(PM)**
5. Continued recruitment to the PRG **(All)**
6. Forward report and PAP to NHS England by 31.3.14
(Dr Sutcliffe)
7. Post on practice website by 31.03.14

19.03.14