

Patient Reference Group (Patients' Forum) Report and Action Plan March 2013

Our Patient Reference Group (PRG) includes six patient representatives from a cross section of backgrounds including industry and the public sector, a GP representative and the practice's Strategic Director. These representatives are people who have previously expressed an interest in forming such a group, and the intention is that they will form the nucleus of a larger group still to be developed. The group is publicised on our website and has already attracted interest by word of mouth during the patient survey and at the baby clinic. The overhead display in the surgery waiting area and practice leaflet provide additional publicity. We aim to disseminate information about the group as widely as possible in order to attract interest from all sectors, including minority groups, of the community.

The group was launched in November 2011 and meets on a regular basis every eight weeks. Initial discussions centred on the nature of the group's remit and on constitutional issues. Eventually agreement was reached and a proforma constitution, adapted from a national patient model, was adopted.

The group agreed to conduct the patient survey and provide feedback for the practice. It was considered appropriate to use a nationally validated tool, the GPAQ, which has previously been used in the practice and found to be informative. The current version used is the GPAQ 3. The intention is to review this tool and have wider consideration of the most appropriate tool for the next survey. The objective of the survey is to identify means of improving the practice and improving links with the local community. The results are considered in relation to last year's action plan and are used to identify areas for development. These are included in the updated action plan. The PRG has had an initial discussion about the results in March and action points are included in the action plan.

The group complimented the Practice on achieving the national RCGP Quality Practice Award in November 2012 and gaining the Lancashire research lead status. This was a real achievement.

The group also complimented the Practice on the overall results of the Patient Survey.

The Action Plan:

The Action Plan 2011-2013 was reviewed and updated at several meetings in March 2013.

The aims of the Action Plan for 2013 -2014 are an extension of the 2011-2013 plan. These are as follows:

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1. Improving representation on the patient forum.

The group decided last year that it needed to be more representative of all age groups, particularly the younger patient cohort. There has been some progress in

this but there is still a need for representation from the younger age group, particularly those in their twenties .The baby clinic initiative had limited success. However feedback from these parents resulted in the idea of an online patient forum. Members of the group are researching existing good practice with patient online forums and hopefully this will lead to the establishment of a Practice forum. One of the key issues is resolving the appointment a webmaster.

Nominated lead: Strategic Director & Chair of the Forum.

Target date: Review Feb 2014

2. Continue to improve the quality of receptionists' service to patients.

Overall satisfaction in terms of helpfulness had improved to 80%.This was real progress.There were other issues which were largely attributed to major changes in the office due to retirements and one long term illness. These would be addressed by a major upskilling programme.

Nominated lead: Team comprising Office Manager, Strategic Director, GP

Target date. Review Feb 2014

3. Improving internet access and appointments.

A number of issues had now been resolved. Internet access for appointments and repeat prescriptions are operational. The Patients Forum are piloting a scheme for patients' access to records which it is hoped to make more widely available to patients.

Nominated lead: Team comprising : Senior Partner, Patient Forum representative & Strategic Director.

Target date: Review Dec 2013

4. Improve provision for patients with learning disabilities.

This is an ongoing programme which needs to be reviewed.The open afternoon has yet to be arranged.

Nominated lead: Team comprising Patients Forum representative, Nurse Practitioner & Office Manager

Target date: Review Sept 2013

5. Develop community links.

This has been very successful.There is a posterboard which is regularly updated by a local primary school. Another local school provided carol singing at Christmas.

Links have just been set up with a local high school which it is hoped will provide support for patients and help for the school in terms of health education.

6. Development of a quarterly Practice newsletter.

Forum Meeting June 2013 to determine action plan and project lead..