

# **Patient Participation Group**

## **REPORT**

### **Practice Population Profile**

Age range: 0-100+  
Sex: Male – 51%, Female 49%  
Ethnicity: <5%

### **Patient Reference Group (PRG) Profile**

Age range: 43-81  
Sex: 70% female, 30% male  
Ethnicity: 100% White British

Differences between the practice population and members of the Patient Reference Group

The group is made up of all White British males and females.

### **Survey**

It was decided by the Patient Reference Group that we would have a different survey from last years. The survey was conducted in surgery and patients were given a questionnaire to complete and then return back to reception.

The survey results were generally very positive with most patients feeling a good overall service was provided, but is also raised some issues around customer service, booking appointments and being able to speak to someone on the telephone, these are similar results to the previous year.

### **Action Plan**

An action plan was provisionally decided following the results and will be discussed at the next meeting.

It was felt the areas needing attention were access via the telephone, customer service and what to do when an appointment is not available.

#### **Telephone Access:**

The staff will continue to promote Emis Access to book appointments and order repeat prescriptions, this will hopefully then reduce telephone contact over a period of time.

#### **Customer Service:**

The practice manager will hold a training session for all administration staff concerning good customer service.

What to do if an appointment is not available:

The patient noticeboards will be updated with what to do if there is no appointment available and how to use the correct service.

**Local patient participation report**

The patient participation report is available on the surgery website [Drsrobb.co.uk](http://Drsrobb.co.uk) and has been discussed with the doctors, nurses and administration staff in both the practice meeting and the staff meeting. Copies of the report are made available in the surgery waiting room for patients to access.

**Opening times**

The surgery is open at the following times:

<b>Monday</b>	8.00am – 8.15pm
<b>Tuesday</b>	8.00am – 6.00pm
<b>Wednesday</b>	8.00am – 6.00pm
<b>Thursday</b>	8.00am – 1.00pm 2.00pm – 6.00pm
<b>Friday</b>	8.00am – 6.00pm

The surgery is closed on a Thursday between 1.00pm and 2.00pm for staff training, and one afternoon per month for training.

Out of hours cover is provided by Preston Primary Care Centre between the hours of 6.30pm and 8.00am, Monday to Friday, plus weekends and bank holidays.