**Moor Park Medical Practice**

**PATIENT REFERENCE GROUP REPORT 2016**

Moor Park Medical Practice runs a Patient Participation group which meets every 3 months and is always looking for new members to join. When a patient expresses an interest in the Patient Participation group they are asked to complete a form which is passed to the Practice Manager and this is followed up by a telephone call and welcome letter informing the patient of what the Patient Participation Group is about and what it wants to achieve. Moor Park Medical Practice advertises the Patient Participation group in Reception and around the surgery and the Meeting dates are displayed in advance so patients can sign up and attend. Patients are encouraged by reception staff, Doctors and clinical staff to take an interest in the meetings. The members of the Patient Participation Group are contacted by the Practice Manager at the surgery regularly. Letters are sent out with Meeting times and dates and Agenda’s and then followed up with the Minutes from the meetings being posted out to individual members. We encourage the members to bring new ideas and topics to the meetings and we are happy to put any issues on the Agenda. The Patient Group and Community Meetings dates and times are also displayed in the surgery and sent out to each member of the Surgery Patient Participation Group. We have a member of staff who is the patient engagement lead for our Practice and she happy to meet with patients and discuss their ideas. The patient engagement lead attends regular Community and Networking Meetings and the Patient Participation group members are also invited.

**To date: 30th March 2016 we have 12 members whose age range is between 23 and 74 with different ethnic backgrounds.**

**What Moor Park Medical Practice has done to try and get a representative group together?**

Our Practice engagement lead liaises with patients at every opportunity and also outside organisations and voluntary services.

When possible we try to ask all patients, family and friends who attend the practice if they are interested in joining the Group

Information letters and forms to sign up to the Patient Participation Group are on reception

We review the group and keep in contact on a regular basis to ensure they are informed of what is happening and to ensure they still wish to be involved.

We have asked all the Group members if they know of anyone else family or friends that may be interested in joining the Group

The group is made up of patients who have different medical conditions and needs.

Invitations to join the Group are sent out with other letters to patients.

Meeting times are varied to accommodate all the members of the group and are held 4 times a year.

**Meetings have been held on the following dates this year and minutes are on file and were sent to all the Groups members:**

23.06.15

27.10.15

22.01.16

14.03.16

**Targets and Aim’s for the group 2016**

Meetings to be held at the Surgery every three months – 4 times a year

Regular Contact to be made by the Practice Manager with members of the Group

Agenda’s to be sent patients before every meeting asking if they have anything to add/discuss

Increase our Group size by continuing to advertise the Group at all opportunities

Invitations to join the PRG are on display in the waiting area.

Patients are invited to join the group by staff members and GPs

Continue sending members of the Group E-Bulletin from National Association for Patient participation

Continue sending members of the Group The Patient Group and Community Meeting Agenda’s

Keep all information displayed in the surgery up to date and continue to encourage patients to join the group at every opportunity

Moor Park medical Practice encourages all patients to provide us with Comments, Complaints and Compliments. Only a small portion of patients gave negative feedback from the survey and in general the idea’s given in by patients are for positive change. Complaints are looked at as positive learning tools by the surgery and changes are implemented immediately if anything has been highlighted. In general and from the surveys we received some very positive feedback about all our staff and the service they give. Main issues of concern for our patients was accessing appointments. More information needed to be given about appointment availability in advance and on the day. Not all patients knew appointments can be booked in advance. Patients also didn’t know the amount of DNA’s the surgery has each week and how this has an impact on the appointments. The group suggested a more active approach at advising those who had missed an appointment the impact this was having on the other patients being able to see a GP and even warning and removing patients from the practice list if they were repeat offenders.

**Same Day Appointments Book on the day – Phones go on at 8.00am**

**Appointments can be Pre Booked and reception staff will offer next available appointment on every call**

**Online – Appointments can be booked and cancelled online**

**Emergencies will be assessed and seen on the Day – Come straight down to Sit and wait**

**Messages will always be taken on the day if Urgent for the GP and Practice manager**

**Did Not Attend – system in place to follow up immediately**

**Moor Park Medical Practice is always looking at ways to improve on the systems we have in place and update them.**

**How Patients views were sought**

NHS GP National Patient Survey sent out twice a year to patients

Family Friends Test - In the practice asking patients views, these views are collated once a month and reported on

Patients are also encouraged to give feedback to the surgery every day. We have a post box next to reception for Prescriptions, Compliments, Complaints and Comments.

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**Final Comments:**

**The Patient Participation Group has discussed a number of issues over the last twelve months all of which are documented in the minutes of the 4 meetings. The group has come up with some good ideas to help alleviate some of the problems we have come across at the Practice. The overall feedback have gained as a Practice was good and the majority of our patients are happy with the service we offer. Moor Park Medical Practice has already implemented changes and will continue to improve over the next twelve months. Moor Park Medical Practice feel the Patient Participation Group is a fantastic way of gaining Patient input and has become a valuable tool in communicating with patients at the surgery and getting important information out into the community. We are looking to build on this and will continue to encourage people at every opportunity to join as members so we can increase our group size in the coming year.**