

**Patient Participation Group report (PRG).
Islip Medical Practice Feb 2013.**

The profile of the practice and the patient reference group and the practice opening hours remain the same as in last years report, which is found on our website. Islipsurgery.org.uk.

The priority issues included in our local survey.

The survey was designed using feedback from last years survey and also taking into account comments on car park access and music being played in the waiting room.

Local practice survey & informing PRG of findings.

We constructed a monkey survey asking 8 questions and encouraging any other free text comments. The survey was emailed to our 210 PRG members and 50 paper copies were handed out to patients via reception. We received 126 replies, 76 by email and 50 paper copies and enclose the results. These will be published on our website and have been emailed out to our PRG.

Feedback for the PRG.

In February we emailed the PRG asking them for feedback about the survey. We have also displayed the report on our website and in the waiting room asking for feedback. To date we have had 19 comments suggestions.

Proposed changes are :

- Further advertising about patients' Access to Medical Records, on website and in the waiting room and in the action plan below.
- Add more of the information suggested from the survey to the new website including: more clinical information, organisational features, a news area and links.
- Continue to monitor the volume of the radio in the waiting room and try Classic FM rather than Radio 2, following the suggestion by 2 patients..
- Observe the car park spaces and other services who may be using this. advertise in the waiting room that patients with preschool children could occupy 2 spaces to allow more space to load them into car seats.

Agreement was reached on these changes by emailing the changes to PRG , publishing on the website & in waiting room asking for agreement.

Action plan for PRG.

An action plan was produced taking into account the feedback from the PRG. We have emailed our action plan to the PRG asking for agreement to implement these.

Action Plan- to introduce the above changes and get agreement from the PRG and wider patient population, and continue to respond to any future comments.

The report has been published on the website= Islipsurgery.org.uk

Follow up from report & action plan 2011-12.

1. Nurses giving more verbal advice. our patient survey suggested that patients would like more verbal advice from our practice nurse. We have added some prompts to our clinical templates to remind our nurses about this, and introduced additional training for our new nurse to encourage this.
2. Access to medical records- we have started advertising this service and many patients have already used it. This years survey shows that over a third of patients are already aware of this & we will continue to advertise it as above.
3. Telephone consultations with doctors & nurses- we have changed our clinical system and have introduced specific slots for booking telephone consultations with doctors & nurses. We included a feature in our last newsletter in November offering this improved service.