

Patient Participation Group Report (PRG) Islip Medical Practice February 2014

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 web site www.islipsurgery.org.uk

The priority issues included in our local survey

A short survey monkey was conducted in July inviting patients to help identify key areas to survey this year. The survey was emailed to 210 PRG members. We received 34 responses.

Local practice survey and informing PRG of findings

We constructed a further survey monkey asking 9 questions relating to the identified key areas and offered 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 163 replies.

Feedback for the PRG

The results of the survey were emailed to the PRG and have been displayed in the reception area. On the 6th February we held a face to face meeting with our PRG and the following three action points were discussed and agreed:

- To help improve communication regarding the availability of double appointments, we will highlight this service via our next practice newsletter and place a poster in our reception area.
- We will advertise the treatments available at the surgery on our Website and highlight in our next practice newsletter.
- Continue to publicise the new repeat prescription service and update the website about this.

Follow up report & action plan for 2013/14

1. Access to Medical records has been widely advertised via our newsletter and on our website. Currently around 16% of our patients use this facility.
2. A new Web Site has been created and includes the information suggested from the last survey
3. We continue to monitor the volume of the radio in the waiting room.
4. We continue to monitor the use of our car park and a poster has been displayed in the waiting room informing patients with pre- school children they are able to occupy two parking spaces to allow enough space to load children into car seats.
5. To help improve communication regarding the availability of double appointments we will highlight this service via our next practice newsletter and place a poster in our reception area.
6. We will advertise the treatments available at the surgery on our Website and highlight in our next practice newsletter.
7. We will continue to publicise the new repeat prescription service and update

the website about this.

8. We will remind through the newsletter that patients can rate the surgery on the NHS choices website, via a link from the practice website.