

St Albans Medical Group

Patients Reference Group Report

Step 1

Members of the PRG are patients currently registered with the practice. They are male and female ranging from 24 years to 65 years.

After consideration and many years of experience in trying to develop a constructive PRG we decided that we try the “virtual method” where patients could participate from the comfort of their own surroundings. We have for many years tried to develop a group that meet but this has been unsuccessful due to other commitments patients have in the working/personal lives.

We asked patients by face to face contact, poster, practice newsletter and on the telephone if they would like to provide an email address to be part of our PRG. This was collected over a period of 3 months. We feel this was a fair representation of our practice population. We used both sites main and branch to obtain this.

Step 2

We firstly emailed all patients who had left addresses explaining what we were trying to achieve and the ultimate aims ie to gain their views of the practice and the services we provide. We gave them time to respond to this and consider what the implications would mean for them. We also asked if they wanted their email addresses shared with other for confidentiality reasons and the majority asked for them to be kept private.

Step 3.

The first survey was kept very simple –

- Opening times of the practice
- Publicing services we provide
- Waiting times for appointments

This was sent to the participating group on the 9th March 2012. Date on the emails sent to patients confirms this.

Step 4

Information about the survey, questions asked and responses were posted on the website and the practice newsletter again inviting everyone to take part in the discussion. PRG informed by email of the changes.

Step 5

Action points

- Purchase of an “Envisage Board” for both practice sites allowing information to be displayed at relevant times. This also allows for information to be updated quickly and easily providing up to date relevance.
- Up to date newsletter and new patient registration leaflet. We also propose to include this in mailings sent to patients ie housebound/disabled patients therefore promoting inclusion.
- Continue to request email addresses (new patient forms changed to reflect this) as we have a growing practice list.

Notes

PRG was informed by email at their request. This group was set up on the understanding that it would be a “virtual group”. We have initial distribution list that was used and also the patients who agreed to take subsequently take part. We do have a specific “patient lead” all patients participate.

If you would like to be involved in this please send your email address to the Practice Administrator – Susan Keegan – Skeegan@nhs.net.

Recently our group has come up with the following suggestions

Any ideas ? please give us your suggestions and comments