



**Meltham Road Surgery
Patient Reference Group Report
March 2014**

1. Development of Patient Reference Group

Over the last year, membership of the group has stabilized to 19 regular members including some new recruits. It has not been easy to recruit and retain younger members or those from ethnic minority groups. Our current members who attend the meetings regularly are:

Patient ID	Age	Sex	Ethnicity
BF	76	Female	Caucasian
BF	79	Male	Caucasian
MW	76	Female	Caucasian
JC	57	Female	Caucasian
MW	74	Male	Caucasian
MF	66	Female	Caucasian
PF	60	Male	Caucasian
KD	55	Female	Caucasian
GH	78	Male	Caucasian
JC	77	Male	Caucasian
CF	66	Female	Caucasian
SW	69	Male	Caucasian
JC	65	Male	Caucasian
PK	61	Female	Caucasian
SI	54	Female	Caucasian
IW	69	Female	Caucasian
MF	49	Female	Caucasian
PW	74	Male	Caucasian
RJ	56	Female	Caucasian

2. Agreement with PRG on areas of priority. A meeting in April 2013 with PRG members identified the following areas of priority to include in a local practice survey.

1. Whether current waiting room information leaflets are useful and suggestions for other health promotion material.
2. Feedback on the 111 service.
3. Whether the "Jayex" board has been useful.
4. Feedback on the phlebotomy service.
5. Whether a book loan service would help.

3. Patient Survey

A questionnaire was agreed and this was handed out to patients as they reported to the reception desk. 250 responses were collected.

4. Discussion of survey findings with PRG

A meeting was held with the PRG to discuss the findings of the survey.

The following was discussed:

1. 93% of the respondents found information leaflets in the waiting room useful.
2. 79% had used the 111 service and of these 27% found it very good, 48% good and 25% poor.
3. The in-house phlebotomy service was rated very good by 68% of the respondents, good by 30% and only 2% rated it poor.
4. When asked if patients would like to borrow books on health issues from the surgery, 78% reported in the negative.
5. 70% of the respondents said that they didn't want a Twitter page for Meltham Road Surgery.

5. Action Plan

The following action plan was agreed:

1. PRG members would bring in patient information leaflets on health issues for display in the waiting room.
2. Blind openers in the play area were to be made safe for children.
3. A children's area would be created in the waiting room with a play area and a TV/DVD player.

6. Progress on the Action Plan

You said	We did	The result is
Set up a children's play area in the waiting room	Work in progress led by PRG member	A DVD/TV combination will be installed together with play equipment
Have leaflets on health issues available in the waiting room	We have brought in health information material for patients	We have on display a range of health information leaflets

7. Confirmation of opening times

Our opening times are:

Monday	8:00 am – 6:00 pm
Tuesday	8:00 am – 8:00 pm
Wednesday	8:00 am – 6:00 pm
Thursday	8:00 am – 6:00 pm
Friday	8:00 am – 6:00 pm

Access to the practice services is by personal visit, online access or telephone (3 domestic rate incoming lines).

Extended hours are offered on Tuesday evenings when 3 doctors are available (2 male & 1 female) 6:30 pm – 8:00 pm.

8. Availability of information

We have made the following aware of our report:

1. Members of the PRG.
2. Practice population – poster in the waiting room and advertised on screen in the waiting room.
3. Greater Huddersfield CCG – report published on [www.melthamroadsurgery](http://www.melthamroadsurgery.co.uk) .co.uk.