



Meltham Road Surgery
Patient Reference Group Report
February 2013

1. Development of Patient Reference Group

Since last year, our Patient Reference Group (PRG) has grown and we have tried very hard to get wider participation so that it reflects the demographic and ethnic mix of the practice population. Our membership is now 26 and includes the following:

Patient ID	Age	Sex	Ethnicity
BF	75	Female	Caucasian
BF	78	Male	Caucasian
MW	75	Female	Caucasian
JC	56	Female	Caucasian
MW	73	Male	Caucasian
AF	66	Female	Caucasian
AW	67	Female	Caucasian
JR	63	Male	Caucasian
DW	61	Male	Caucasian
NJ	27	Female	Asian
PK	60	Female	Asian
MF	65	Female	Caucasian
PF	59	Male	Caucasian
KD	54	Female	Caucasian
GH	77	Male	Caucasian
JC	76	Male	Caucasian
CF	65	Female	Caucasian
PK	61	Female	Caucasian
FS	42	Female	Asian
ZA	44	Male	Asian
SW	59	Male	Caucasian
JC	64	Male	Caucasian
PK	67	Female	Caucasian
ST	53	Female	Caucasian
IW	68	Female	Caucasian
MF	48	Female	Caucasian

2. Agreement with PRG on areas of priority. A meeting in May 2012 with PRG members indentified the following areas of priority to include in a local practice survey.

1. Whether patients would like the option of booking appointments online.
2. Whether patients would like the option of ordering repeat prescriptions online.
3. Rating the cleanliness of the building.
4. Awareness of extended hour's surgeries.
5. Whether patients would like a children's play area in waiting room.
6. Opinion of a pay service for podiatry.
7. Whether patients would like a water dispenser in the waiting room.
8. Awareness of doctor's telephone back service.

3. Patient Survey

A questionnaire was agreed and this was then given out to patients as they reported to the reception desk. 226 responses were collected.

4. Discussion of survey findings with PRG

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

The following was discussed:

1. Just over half the respondents wanted the option of booking appointments and ordering repeat prescriptions online.
2. 98% of the respondents rated the cleanliness of the building good or very good.
3. Half the respondents were not aware of a late evening surgery for working adults. However all 66 patients who had used this service found it good or very good.
4. 134 of the 226 respondents want a children's play area.
5. 70% of the respondents wanted a water dispenser in the waiting room. After discussion, PRG members felt that this may lead to water spillages with associated risks.
6. Approximately half the respondents had used the doctor's telephone back service and of the 105 that had, 98 found it good or very good.

5. Action Plan

The following action plan was agreed:

1. The practice would advertise the online repeat prescribing facility.
2. The practice would increase awareness of the late evening surgery and of the doctor's telephone back service.
3. To set up a children's play area in waiting room.
4. Put room numbers as well as doctor's names on 'Jayex' board in the waiting room.
5. Install a letter box outside the building.

6. Progress on the Action Plan

You Said	We did	The result is
Signs in the waiting room were unclear (from 2012)	New signs put up	Patients can now navigate the building with ease
Disabled access a problem (from 2012)	Installed electric front doors	Easier access for both able bodied and disabled
Advertise the online repeat prescription ordering service	Done it on newsletter, waiting room	Patients now have online access to this facility
Advertise late evening surgery & telephone back service	Done via newsletter, waiting room	High usage of this service and good satisfaction rating
Put room numbers on 'Jayex' board	Done	Easier access for patients
Install letter box outside surgery building	Done	Patients can post letters at all times
Set up a children's play area	In progress, A PRG member will raise funds to support this	

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 .co.uk](http://www.melthamroadsurgery.co.uk).