

Sunny Meed Surgery

Virtual Patient Representative Group

Report

March, 2014

Sunny Meed is a 3 partner, 2 salaried and 1 Retainer GP Practice in Heathside Road Woking with a branch surgery at Goldsworth Park Health Centre. We are an accredited Training Practice for the training of those Doctors (GP Registrars) intending to become General Practitioners. GP Registrars are fully qualified Doctors who are likely to have a lot of experience of hospital medicine.

Currently we have 8,932 registered patients broken down into the following age/sex groups:

Age	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Males	323	640	346	596	703	732	535	361	235	53	23
Females	278	568	366	637	651	650	429	382	271	104	49
TOTAL	601	1208	712	1233	1354	1382	964	743	506	167	72

Current Access Arrangements

Sunny Meed is open from 8 am to 6.30 pm Monday to Friday. Our branch surgery at Goldsworth Park is open 8 am to 6.30 pm on a Monday, Tuesday, and Thursday and from 8 am to 1.30 pm on a Wednesday and Friday.

We offer the following range of appointments

On the day
Pre-bookable/routine
Telephone appointment

Patients that feel they need an urgent appointment will be seen on the same day by a Doctor or a Nurse, whoever is most appropriate to deal with the problem.

For non urgent appointments, patients can pre-book with a GP or Practice Nurse of their choice.

Patients can also pre-book appointments with the Practice Phlebotomist and the Health Care Assistant.

We also offer routine telephone appointments with the GP's. Patients that wish to speak to one of the Practice Nurses can make a request for the Practice Nurse to call them at a mutually agreed time.

Creating the PRG

Sunny Meed started collecting details from patients that wished to join the group in the summer of 2011 and has continued to do so. We did this by displaying notices in the waiting room, on our LED screen and on our website. Patients completed the form together with their e-mail addresses so that we could contact them to carry out a survey. Following the survey we discussed the priorities that we should action and create a plan.

PROFILE OF PRG GROUP

Members	Virtual Members	Others
429	429	4

Age	Under 16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Males	0	4	44	32	22	17	22	12	2	1
Females	1	26	86	54	40	29	28	7	2	0

Total Males – 156 Females – 273

ETHNIC GROUP

The above was made up of the following Ethnic Groups: –

White British – 94
 Black African – 2
 British mixed – 213
 British Pakistani – 15
 Other white – 82
 Chinese – 1
 Pakistani – 4
 Not known - 18

Objective

Our objective is to continue to involve patients to participate in shaping the decisions and range of services that we currently provide and those in the future. We also want to encourage more patients to join the group so that we have a broader range of ideas.

This year we agreed to focus on the following:

Clinical Care
 Getting an appointment
 Reception
 Opening times
 Modernising communication methods
 In-house services

Improvements from last year's survey:

As a result of last year's survey we have endeavoured to make all our patients more aware of the on-line systems now in place ie booking appointments and repeat prescription requests via notices in the waiting room.

In relation to the telephone access; although changes have been implemented this has not improved.

With regards to implementing a patient representative group for those who do not wish to communicate via e-mail, this is still ongoing, but so far we have had a slow uptake.

This year's survey, March 2014

We e-mailed all the patients in the PRG (439, 119 of which responded and took part in the survey) to take part in the survey and the results will be available on our website for everyone to see by 31st March, 2014.

Agree priority areas with the PRG

It is clear from the survey results that we still need to improve communication:

- Getting through on the telephone.

- Promote the availability of on-line appointment booking and prescription requests further.
- Look into the possibility of the surgery opening on a Saturday morning
- Invite more patients to join the PRG who prefer not to be contacted via e-mail

Together with our PRG we agreed on the attached action plan, which has been published and sent to all recipients.

On behalf of Sunny Meed Surgery we would like to thank all those that have taken part in this survey and for all the comments, which have been very helpful.

Best wishes.

Filippa Dilena
Practice Manager