

Elm Tree Surgery – Local Patient Participation Report – 2014/ 2015

This report provides a summary of the activity undertaken by the Practice and the Patient Reference Group (PRG) in its fourth year.

1. Formation of the PRG

- The Practice considered how best to form the PRG and whether to make it a ‘virtual’ (i.e. on line only) group or whether to involve patients in face to face meetings
- On balance it was decided that face to face meetings were preferable and, in September 2011, 11 patients were approached by letter inviting them to become a founder member of the Practice PRG.
 - In the 2nd year 2 of the original members had to step down but 2 more patients joined the PRG
 - In year 4 the PRG has 9 members, certain patient groups continue to be under represented. One ‘mum’ has joined the group but despite ongoing efforts it has proved impossible to increase the representation.

2. Constitution of the PRG

- Whilst the precise definition of “representative” is difficult to articulate the PRG was asked to consider if they felt themselves to be representative of the Practice population
- To help the discussion data was provided on:
 - i. The numbers of males / females registered at the Practice analysed by age bands
 - ii. The religion, country of birth, ethnicity and social grade of people in the Shrivenham ward at the 2001 census – although not perfect this covers about 80% of our Practice population
- The PRG concluded that it continued to be under represented in the following areas:
 - i. Wives and families of the Military who reside locally
 - ii. Families from overseas who reside locally for c. 12 months
 - iii. Children
 - iv. Those with learning disabilities
- To try and attract additional members to join the PRG the following actions were undertaken:
 - i. Posters were displayed in the Practice Waiting Rooms, the local Post Office and in the local meeting place for Military families
 - ii. The 2 local schools were contacted and each agreed to put an article in its regular newsletter encouraging parents of young children to join the PRG
 - iii. A similar article was placed in the local community magazine

3. Friends and Family Test (FFT)

- The PRG decided not to undertake a survey in the previous form because they felt the introduction of the FFT would provide regular feedback patient’s views of the performance of the practice.
- It was agreed to wait for the 1st 3 months results, which would be available at the end of March 2015, before reviewing the output.
- The PRG agreed that completion of the FFT would be available via 2 routes:
 - Paper forms in the practice
 - Electronically, via the website
- Patients will be made aware of the FFT through notices on the waiting room notice boards and on the practice website.
- The PRG discussed and agreed the 2nd question on the FFT should be:
 - “Is there anything that you think we could do to help improve our services at Elm Tree Surgery?”

4. Additional information about the Practice

- The Practice is open each day (Monday to Friday) from 8am in the morning to 6.30pm in the evening.
- On 3 days a week GP booked appointments are also available after 6.30pm
- Appointments can be made by:
 - telephoning the main Practice number – 01793 782207
 - coming into the Practice to speak to a Receptionist
 - online (24 hours a day)
- We are able to dispense medication to all patients who live more than 1 mile from their nearest Chemist.
 - Repeat medication may be requested:
 - by telephone (between 1.30pm and 3pm each day Monday to Friday)
 - online (24 hours a day)
 - by fax
 - by dropping a request in to the Practice