

BURNGREAVE SURGERY PATIENT REFERENCE GROUP

The practice initiated a Patient Reference Group with the first meeting held on 27th June 2011.

The Patient Group meet regularly throughout the year, meetings held during 2012/13 to date as follows:

- 30th May 2012
- 15th August 2012
- 24th October 2012
- 5th December 2012
- 20th February 2013

Next meeting to be held Wednesday 24th April 2013 at 2.00 p.m.

The group discuss pertinent issues concerning the practice and its patients and carry out an annual survey of 3 items which the group think would benefit the patients in the practice.

The original members recruited in 2011 are still involved except for one member who left as she found conflicts of time issues between her work and attendance. As a result of this the group currently consists of 4 active members, group profile as follows:-

- 1 African Caribbean female, mother of 4 children aged 47
- 1 Caucasian male representing patients from Herries Rd, over 70
- 1 Arabic male aged 32
- 1 Caucasian female aged 65

Despite numerous advertisements at all 3 sites, in our patient newsletter and via face to face contact with clinicians no one has expressed any interest in joining the group at this time. We would, ideally like representation from our younger practice members but, despite this, we feel we have a good representation of our practice population.

One of our members is a carer, we have one senior citizen from our branch site and we feel we have a good ethnic mix throughout the group.

Since its inception the Patient Representative Group has been responsible for initiating the re-opening of the practice gym for chronic disease patients, due to funding from FURS this has now allowed us to extend the services of the gym to other practices within the area.

We also have a lady with nursing experience to see all patients before commencing the gym. She monitors blood pressure and weight at the start and end of the 6 week programme, then signposts patients to other venues within the area to continue their exercise programme. Patients who complete the full 6 week course are given a 20% discount card to help towards future costs.

Patient “caller waiting” has now been removed from the telephone system.

A patient education “Open Day” was held at the practice on Wednesday 2nd May 2012 between 1.00 – 4.00 p.m. Attendees as follows:

- Weigh Ahead (Children’s weight issues)
- National Bowel Cancer Awareness Team
- Smoking Cessation Staff
- Specialist Nurse for Respiratory Disease
- Specialist Nurse for Women’s Health
- Community Matron (Care of the infirm and elderly)
- Health Visitor (responsible for children under 5 years of age)
- Pharmacist from Wicker Chemist (treatment of minor ailments)

The survey for 2012 covered the following 3 items:

- Electronic Booking of Prescriptions
- Citizen’s Advice Worker for the practice
- Patient Education information in other languages

Findings from the survey were as follows:

206 patients completed the survey

Electronic Booking of Prescriptions - 67% of patients thought it would be a good idea

Citizen Advice Worker - 68% of patients want this service

Patient Education Leaflets - 72% thought this was worth investigating

The findings were discussed with the partners and with the patient group at our meeting on Wednesday 20th February and the following action was agreed on by the group.

Electronic Prescriptions – The practice watched the demonstration but judged that due to existing changes to computer system it was felt that this would be better left until the latter part of the year and the group agreed as they did not want the receptionists placed under any further undue pressure.

Citizen's Advice Bureau – Management looked into the possibility of this with the Citizen's Advice Bureau on Spital Hill. They forwarded a costing to the practice of the employment of 1 person per day to cover this role at a cost £6,000. We would have to employ someone as they did not have enough staff to cover.

On reflection the group decided that such an amount of money would be better spent elsewhere as we had also found out that Slovakian representation is available every Monday at the Pakistani Centre at Firth Park, and there is a branch of the Citizen's Advice Bureau on Spital Hill approximately 100yds from the practice. The practice informs any Slovakian patients at new patient assessment of this help available.

Patient Education – As a follow on from last year's Open Day it was decided by the group to source information leaflets in various languages. Jill Gill, Slovakian Health Visitor has been very helpful in this matter. We are also contacting Grainne Landowski, North Sheffield Locality Business Manager for "What Service is Best for Me" leaflets.

At the meeting of the Patient Representative Group in December 2012 the management thanked the group members for all their help and time over the past 12 months and a small gift was given to each member with our gratitude.

Management were touched and surprised to receive gifts for themselves and staff from the members.

Practice Opening Hours are as listed below:

Burngreave Surgery Monday – Friday 8.30 am – 12.00 – 1.00 – 6.00p.m
Thursday open 8.30 – 12.00 pm.

Herries Road Site Monday – Friday 9.30 a.m. – 1.30 p.m.

Cornerstone Monday – Friday 9.00 a.m. – 4.30 p.m.
Thursday 9.00 – 12.00 noon

Burngreave Surgery operates extended opening hours each Tuesday evening between the hours of 6.30 p.m. – 9.30 p.m. based at our Cornerstone Building. All surgeries are G.P. led.

The practice has an appointment only system in place but also offers a ringback service with doctor of choice after both morning and evening surgeries. This facility has been well received by all patients.

Between the hours of 8.00 a.m. – 8.30 a.m., 12.00 – 1.00p.m. and 6.00 – 6.30 p.m. any registered patient who contacts the practice will automatically be transferred to the Out of Hours Provider.

From 6.30 p.m. – 8.00 a.m. and weekends care of registered patients will transfer to the new provider from March 12th 2013. The freephone number to ring during this time is **111**

A copy of the report is to be given to all members of the group and will be available in the waiting room and on the practice website by the agreed deadline of 31st March 2013