

## **BURNGREAVE SURGERY PATIENT REFERENCE GROUP**

The practice initiated a Patient Reference Group with the first meeting held on 27<sup>th</sup> June 2011. The next meeting to be held after the holiday period in September.

Subsequent meetings were held on 7<sup>th</sup> September 2011, 15<sup>th</sup> November 2011, 18<sup>th</sup> January 2012 and 14<sup>th</sup> March 2012. Next meeting scheduled for 23<sup>rd</sup> May 2012.

The group meets approximately every two months to discuss pertinent issues concerning the practice and its patients. The group currently has 5 active members who joined after the practice had extensively advertised at all 3 sites, in our patient newsletter and via face to face contact with clinicians. Despite extensive advertising no-one between the ages of 18-25 expressed any interest in joining the group at this time but, despite this, we feel we have a good representation of our practice population.

The Patient Reference Group profile is as follows:

- 1 African Caribbean female, mother of 4 children aged 46
- 1 Caucasian male, aged 70 years from our Herries Road site.
- 1 Arabic male mature student age 31
- 1 female African (Somali origin) age 50
- 1 Caucasian female age 64

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

At our first meeting we discussed areas of change which would enhance the service given to our patients. The group decided upon the following 3 areas which they felt would benefit our patients, To remove caller waiting from the telephone system, to reinstate the gymnasium services at our Cornerstone Building and to educate the practice patients regarding self help for minor injuries. Management to compile a patient survey covering the areas mentioned.

At our meeting on 7<sup>th</sup> September the prototype survey was shown to the group and discussed. The group decided the survey questions were clear and straightforward and the survey was agreed unanimously.

The practice survey was carried out during the month of October 2011 when footfall was at its heaviest due to the influenza vaccination programme.

Findings from the survey were as follows:

339 patients surveyed

Telephone System – 57% of patients wanted “caller waiting” removed from the system

Gymnasium - 65% of patients wanted the gymnasium facilities Reinstated.

Patient Education -50% of patients thought that Patient Education was The way forward

The findings were discussed with the partners and with the patient group at our meeting on 15<sup>th</sup> November 2011 and the following action was agreed on by the group.

Caller Waiting to be removed from the telephone system

To reinstate the gymnasium at Cornerstone for the benefit of chronic disease patients.

Patient Education – It was decided during the group meeting to have a patient Education Awareness afternoon to be held when the practice has a PLI event (date to be confirmed)

At our meeting on 18<sup>th</sup> January the management informed the group of its findings to date as follows:

The practice, in conjunction with an accredited trainer, are funding a pilot scheme for a 6 week period for patient with Diabetes, COPD/Asthma Sessions will be held twice weekly, the accredited trainer being funded by the practice for this period. The pilot is due to start week commencing 16<sup>th</sup> April, patients are being selected who meet the criteria and have had prior health checks.

A grant to fund the attendance of a trained instructor for the sessions after the end of the pilot scheme has been applied for and, if successful, the sessions will carry on for the forthcoming year.

It may be possible in the future to extend the sessions to other chronic disease sufferers. As we are currently awaiting funding decision we are unable to give a definite commencement date but this will be published on the website and in surgery as soon as details are finalised. It is a possibility that, in the future, we would be in a position to offer this facility to other practices in the area.

A local pharmacist attended our meeting on 7<sup>th</sup> September 2011 to advise the members of self help for minor ailments. This talk was excellent and everyone took something away from the meeting with them for future reference.

As a direct result of the above talk The Patient Reference Group expressed an interest in the possibility of a practice Open Day around patient health education. This is being arranged for Wednesday 2<sup>nd</sup> May between 1.00 - 4.00 p.m. and will have a multi agency attendance. Representatives attending to date are:

- Weight Ahead – (children’ issues )
- Pharmacist from Wicker Chemist (treatment of minor Ailments)
- Health Visitor
- Specialist Nurses, (Chronic Disease and Women’s Health)
- National Bowel Cancer Awareness Team
- Smoking Advice
- Community Matron (Care of the infirm and elderly)
- Male District Nurse to cover mens’ issues.

The aim of the Open Day is to provide patients with the correct information regarding help and assistance available for them and where to go to get it. Management will take this opportunity to speak with younger practice members who may attend to try to encourage someone aged between 18 – 25 to join the group.

Any patient interested in joining the Patient Reference Group please contact the Practice Manager on 08451 242528.

Our meeting held on 14<sup>th</sup> March was primarily to cover details of the forthcoming Open Day, to formulate a strategy for the day and advise the

group of the cross section of bodies attending and discussing possible areas for advertising.

The management thanked the group at the end of the meeting for their help in bringing this to fruition. All group members would endeavour to attend the Open Day work commitments allowing.

They were asked to think of further areas for consideration for the forthcoming year for discussion at the next meeting.

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.

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 31<sup>st</sup> March 2012.