

BURNGREAVE SURGERY PATIENT REFERENCE GROUP

The Patient Group meet regularly throughout the year, meetings held during 2013/14 to date as follows:

- 13th May 2013
- 17th June 2013
- 5th August 2013
- 14th October 2013
- 4th December 2013
- 26th February 2014

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 actively involved As a result of this the group currently consists of 4 active members, group profile as follows:-

- 1 Caucasian male representing patients from Herries Rd, over 70
- 1 Arabic male in 30's
- 1 Caucasian female aged over 60

We have one male patient of African Origin who cannot attend the meetings in person but participates via email and occasional meetings with the Practice Manager.

We have been unable to attract any further interest from patients in becoming members of the group, despite advertising in the waiting area and clinicians mentioning the group during patient consultations. This could be due to the very diverse patient population and language difficulties that we have at this practice. We would, ideally like representation from our younger practice members but, despite this, we feel we have a good representation of our practice population. We have noticed that the female participant, who is a long standing registered patient, is well known and respected within the area, she frequently voices feedback from other members of the public which are registered within our surgery.

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 and we have obtained funds from FURS to enable us to continue with this work during the coming year.

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. The gym has proved to be very beneficial to patients and the criteria has been increased to include patients with a BMI over 30 and also patients suffering low mood and depression. All referrals to the gym are via a G.P. or Practice Nurse.

The practice had an open day for health and patient education in May 2011. Since then we have had various displays for patients in reception. The latest one done this year is entitled "Help Yourself" and covers all patient screening choices and self-help issues. This covers one full wall in our waiting area and will be on display for the next few months to promote the new screening LES.

Due to the selections of the Patient Representative Group for its survey in 2012 we now have a large range of patient education leaflets in various languages. All patients are given the booklet "Choose Well" indicating which are the appropriate areas to attend for treatment, this is available in various languages and is given to all new patients at point of registration.

Electronic Prescribing – After careful consideration the group decided, after a working demonstration in 2012, that the system was too complicated. Since the practice has moved to Systmone, which developed an electronic prescription ordering system.

This new system was discussed with the group in February 2013 and the participants asked for a demonstration, which was very well received as the system is easily used. Therefore, it was decided to implement this system on the 3rd March 2014 as this was brought to our attention by the participants as an optional requirement by patients surveyed in 2012.

The survey for 2013 was carried out during July and covered the following 3 items:

- The removal of 0845 telephone number
- Caller Waiting to be removed
- Repeat Prescribing

Findings from the survey were as follows:

327 patients completed the survey

Return to Sheffield Number for practice telephone

310 YES 17 NO

Caller Waiting on Sheffield Number

202 YES 125 NO

Repeat Prescribing

223 YES 104 NO

The findings were discussed with the partners and with the patient group at our meeting in October and the following action plan was agreed on by the group.

Return to a Sheffield Telephone Number – it was agreed that the practice should revert to a Sheffield Number. The practice were considering changing their existing telephone system at the same time but, after making enquiries, decided to keep the existing system and just revert back to a Sheffield number.

Caller Waiting – Due to reverting back to a Sheffield number, which was highly received by the patients, at the time being it, is not feasible for the practice to include caller waiting on the system due to expensive upgrades or new telephone system. This would be something the practice would look into after auditing feedback from patients next year.

Repeat Prescribing – After discussions with the group it was decided to commence repeat prescribing to certain patients only to begin with, i.e. patients on regular repeat prescriptions of two to three items only. Prescriptions for these patients are to be done for a 12 month period and sent to a pharmacy of the patient's choice.

At our meeting in August we discussed the format for our Influenza immunisations for 2013/14. It was decided to write to all eligible patients again this year using the Docmail service as we had such an excellent response last year. Advertising in the local papers and blanket advertising at each practice site would also be done.

In our February 2014 Patient Representative Group Meeting we advised the meeting that we had a visit from Phil Kitching the Screening and Immunisation Co-ordinator who congratulated the practice on yet another excellent flu campaign. He also commended the practice on its overall percentage rates for childhood vaccinations and Repevax for pregnant ladies which he said were consistently high.

The meeting was also advised that the practice were to commence booking appointments and ordering prescriptions on line. We are also commencing SMS texting to those patients who have consented for this service. It is hoped by texting regarding appointments we will reduce the DNA rate for the practice.

Practice Opening Hours are as listed below: New patient registrations are accepted by our reception staff during opening hours.

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 is used regularly.

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 in these hours will receive a message asking them to call the Out of Hours Provider on 0114 3051411.

From 6.30 p.m. – 8.00 a.m. and weekends and all Bank Holidays care of registered patients will be dealt with by telephone calls to freephone number **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 2014