

Marsden Road Health Centre

Local Patient Participation Report January 2015

During 2014 The Practice and Participation group decided to look at the membership of the group and ensure that the core foundation of membership was to attend on a regular basis and increase the frequency of the meetings. As a result the Practice wrote to all of the members informing them of the proposal asking if they wished to continue to be an active member. Meetings are now held bi-monthly and the group now consists of 9 members, being both male and female representatives. The Practice has representation from one GP and 3 staff.

The practice continues to hold evening meetings to attract patients who are either in education, have children of school age or are working. Unfortunately patients such as children/young people, carers, and parents with small children in particular have not come forward or are able to offer their time though the practice and patient forum members have worked hard to approach potential members.

The practice and PRG were eager to engage patients to find out one year on from refurbishment if patients have found the service has changed in any way. It was agreed that a validated survey for primary care survey would be used (CFEP).

The feedback was shared with the PRG in September which enabled the PRG to compile an action plan based on the findings/results

Main themes:

Reception desk

When is the practice open?

Repeat prescription ordering

Practitioner feedback

Patient Participation Group Action Plan 2014

Area for Improvement	Action	Target Date
Reception Desk	Make more user friendly and attractive to patients. Look at queues	Jan 2015
Publicity of opening hours	Opening hours - posters	Feb 2015
Prescription ordering	Make online ordering the first port of call for patients. Publicity and quote from patient representative	Feb 2015
Practitioner feedback	Ask clinicians to reflect on results of patient survey, can they think of any reasons why the feedback was less positive	Jan 2015