***Patient Reference Group Profile and Representation 2013/14***

The Ashdown Forest Health Centre PRG consists of 25 members which can be broken down as follows:

Sex:

Female 14

Male 21

Age:

Under 50 – 1

Over 50 – 24

Ethnicity:

White British – 24

African - 1

Registered with Disability:

3

Registered Carer

1

We are very aware that we have no representation in the under 25 age range and majority of our members fall into the White British Category.

Our PRG is continuing to grow and, whilst we have a good spread in age groups, we are conscious that the PRG is not entirely representative of our practice population and we will address this by targeted contact with those in the lower age ranges and of an ethnic background.

In order to recruit for the PRG, clinicians canvassed patients during consultations; we wrote to patients, produced posters and leaflets in the waiting room and also included details online. A Virtual PRG has been set up as it was felt that this would be the best way to reach a cross section of our patient population. We believed it would be easier for both PRG members and the Practice to communicate via email/on-line surveys as opposed to many face to face meetings at the practice.

Surgery Times

The Health Centre is open Monday to Friday 8.30am - 6.30pm and closed daily between 12.30 - 1.30pm. We are also open alternate Saturdays 8.00am - 1.00pm.

All the doctors are approved by the Primary Care Trust to provide the following services: maternity medical services, child health surveillance, contraceptive services, minor surgery services. Please check with our reception for all surgery and clinic times before coming to the health centre for an appointment. Each day one doctor is our duty doctor to deal with urgent appointments and visits, so surgery times can change as that doctor will be less available for non-urgent appointments.  
  
Please telephone us after 9.00am for non-urgent enquiries. Remember the health centre is closed Monday to Friday 12.30 - 1.30pm.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Dr S A Miller** | 9.00 - 12.00 | 9.00 - 12.00 | 9.00 - 12.00 | 9.00 - 12.00 | - | | 4.00 - 6.00 | 4.00 - 6.00 | 4.00 - 6.00 | 3.00 - 5.00 | - | | **Dr R J Baxter** | 9.00 - 12.00 | 9.00 - 12.00 | - | 9.00 - 12.00 | 9.00 - 12.00 | | 4.00 - 6.00 | 4.00 - 6.00 | - | 4.00 - 6.00 | 3.00 - 5.00 | | **Dr J A Baseley** | 9.00 - 12.00 | - | 9.00 - 12.00 | 9.00 - 12.00 | 9.00 - 12.00 | | 4.00 - 6.00 | - | 4.00 - 6.00 | 3.00 - 5.00 | 4.00 - 6.00 | | **Dr A L A Fyfe** | 9.00 - 12.00 | - | - | 9.00 - 12.00 | 9.00 - 12.00 | | 4.00 - 6.00 | - | - | 3.00 - 5.00 | 4.00 - 6.00 | | **Dr Naineni** | 9.00 - 12.00 | - | 9.00 - 12.00 | 9.00 - 12.00 | - | | 4.00 - 6.00 | - | 4.00 - 6.00 | 4.00 - 6.00 | - | | **Dr Cannon** | - | 9.00 - 12.00 | 9.00 - 12.00 | - | 9.00 - 12.00 | | - | 4.00 - 6.00 | 4.00 - 6.00 | - | 4.00 - 6.00 | | **Practice Nurse** | 9.00 - 12.00 | 9.00 - 12.00 | 9.00 - 12.00 | 9.00 - 12.00 | 9.00 - 12.00 | | 4.00 - 6.00 | 4.00 - 6.00 | 4.00 - 6.00 | 4.00 - 6.00 | 4.00 - 6.00 | |

Survey 2013/14

The 2013/14 patient survey was devised by the PRG and agreed at a meeting held on 5th October 2013. It was widely advertised via the practice web site, in practice advertising as well as in local publications. All patients with a mobile phone/email address were also contacted inviting them to participate in the survey.

**Please see pages 3 – 6 for the full survey results.**

Action Plan – Survey 2013/14

Following a meeting held at the practice on Saturday 1st March 2014 **(minutes on pages 7 – 10)**. It was felt the main areas of the survey results to focus on were:

* Car Park – Pedestrian access into the practice is a high priory – ESHCT has funding in next years budget- AC to contact NHS Propco to make enquires > ongoing, not timed.
* PRG Advertising – the group agreed to take advantage of the offer from Ashdown News as an opportunity to promote the group. Waiting room notice boards to be updated > Action Practice within 3 months.
* Opening hours – The group recommend opening at lunchtime, however the phones are to be left as they are. The group requested face to face feedback from the partners and would like to invite a partner to attend the next PRG meeting. A group member requested commuter clinics to be available at AFHC. AC explained the extended hours contract at that AFHC opted to open on Saturday’s, however, the patients could be polled on the next survey. AC was asked to approach the partners to seek their thoughts on offering over and above the contract i.e offer commuter clinics as well as the Saturday clinics. > Action Practice within 3 months.

*Ashdown Forest Health Centre – 2013/14 survey results.*

| **What is your level of satisfaction with overall services provided by the practice?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Poor | |  | | --- | |  | | 7.65% | 15 |
| 2 | Good | |  | | --- | |  | | 29.08% | 57 |
| 3 | Very Good | |  | | --- | |  | | 36.73% | 72 |
| 4 | Excellent | |  | | --- | |  | | 22.96% | 45 |
| 5 | No opinion | |  | | --- | |  | | 3.57% | 7 |
|  | | | answered | 196 |
| skipped | 16 |

| **Chance of seeing a clinician when required?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Poor | |  | | --- | |  | | 16.51% | 35 |
| 2 | Good | |  | | --- | |  | | 32.55% | 69 |
| 3 | Very Good | |  | | --- | |  | | 31.60% | 67 |
| 4 | Excellent | |  | | --- | |  | | 16.04% | 34 |
| 5 | No opinion | |  | | --- | |  | | 3.30% | 7 |
|  | | | answered | 212 |
| skipped | 0 |

| **Chance of seeing your preferred clinician?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Poor | |  | | --- | |  | | 35.20% | 69 |
| 2 | Good | |  | | --- | |  | | 29.08% | 57 |
| 3 | Very Good | |  | | --- | |  | | 21.43% | 42 |
| 4 | Excellent | |  | | --- | |  | | 4.08% | 8 |
| 5 | No opinion | |  | | --- | |  | | 10.20% | 20 |
|  | | | answered | 196 |
| skipped | 16 |

| **Chance of speaking to preferred clinician on the telephone?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Poor | |  | | --- | |  | | 13.78% | 27 |
| 2 | Good | |  | | --- | |  | | 33.67% | 66 |
| 3 | Very Good | |  | | --- | |  | | 23.98% | 47 |
| 4 | Excellent | |  | | --- | |  | | 9.69% | 19 |
| 5 | No opinion | |  | | --- | |  | | 19.39% | 38 |
|  | | | answered | 196 |
| skipped | 16 |

| **Level of comfort/cleanliness of public areas?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Poor | |  | | --- | |  | | 1.02% | 2 |
| 2 | Good | |  | | --- | |  | | 26.02% | 51 |
| 3 | Very Good | |  | | --- | |  | | 41.84% | 82 |
| 4 | Excellent | |  | | --- | |  | | 28.57% | 56 |
| 5 | No opinion | |  | | --- | |  | | 2.55% | 5 |
|  | | | answered | 196 |
| skipped | 16 |

| **The manner in which you were treated by reception team?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Poor | |  | | --- | |  | | 8.29% | 16 |
| 2 | Good | |  | | --- | |  | | 27.46% | 53 |
| 3 | Very Good | |  | | --- | |  | | 41.45% | 80 |
| 4 | Excellent | |  | | --- | |  | | 20.21% | 39 |
| 5 | No opinion | |  | | --- | |  | | 2.59% | 5 |
|  | | | answered | 193 |
| skipped | 19 |

| **Are you satisfied with the provision of parking and road access at the practice?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 33.67% | 66 |
| 2 | No | |  | | --- | |  | | 60.20% | 118 |
| 3 | No opinion | |  | | --- | |  | | 6.12% | 12 |
|  | | | answered | 196 |
| skipped | 16 |

| **Your level of satisfaction with the surgery opening hours?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Poor | |  | | --- | |  | | 19.90% | 39 |
| 2 | Good | |  | | --- | |  | | 43.37% | 85 |
| 3 | Very Good | |  | | --- | |  | | 28.06% | 55 |
| 4 | Excellent | |  | | --- | |  | | 5.10% | 10 |
| 5 | No opinion | |  | | --- | |  | | 4.08% | 8 |
|  | | | answered | 196 |
| skipped | 16 |

| **Reception is currently closed for meetings and training during the lunchtime period (12.30 - 13.30). Do you think reception should open during these times?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 48.47% | 95 |
| 2 | No | |  | | --- | |  | | 34.18% | 67 |
| 3 | No opinion | |  | | --- | |  | | 17.86% | 35 |
|  | | | answered | 196 |
| skipped | 16 |

| **Have you accessed NHS 111?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 20.92% | 41 |
| 2 | No | |  | | --- | |  | | 79.08% | 155 |
|  | | | answered | 196 |
| skipped | 16 |

| **If yes to above question, how satisfied were you with the service NHS 111 provided?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Poor | |  | | --- | |  | | 31.71% | 13 |
| 2 | Good | |  | | --- | |  | | 29.27% | 12 |
| 3 | Very Good | |  | | --- | |  | | 24.39% | 10 |
| 4 | Excellent | |  | | --- | |  | | 14.63% | 6 |
|  | | | answered | 41 |
| skipped | 171 |

| **Do you understand what the Patient reference group (PRG) is?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Yes | |  | | --- | |  | | 19.90% | 39 |
| 2 | No | |  | | --- | |  | | 80.61% | 158 |
|  | | | answered | 196 |
| skipped | 16 |

| **How satisfied are you with the work the group is doing?** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Poor | |  | | --- | |  | | 1.20% | 2 |
| 2 | Good | |  | | --- | |  | | 11.38% | 19 |
| 3 | Very Good | |  | | --- | |  | | 7.19% | 12 |
| 4 | Excellent | |  | | --- | |  | | 5.99% | 10 |
| 5 | No opinion | |  | | --- | |  | | 74.85% | 125 |
|  | | | answered | 167 |
| skipped | 45 |

| **Please complete the below to enable us to establish the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.** | | | | |
| --- | --- | --- | --- | --- |
|  | | | **Response Percent** | **Response Total** |
| 1 | Under 25 | |  | | --- | |  | | 3.06% | 6 |
| 2 | 25 - 59 | |  | | --- | |  | | 39.29% | 77 |
| 3 | 60+ | |  | | --- | |  | | 57.65% | 113 |
| 4 | Female | |  | | --- | |  | | 58.16% | 114 |
| 5 | Male | |  | | --- | |  | | 42.86% | 84 |
|  | | | answered | 196 |
| skipped | 16 |

**MINUTES OF MEETING OF PATIENT REFERENCE GROUP**

**HELD ON 1st MARCH 2014**

**AT ASHDOWN FOREST HEALTH CENTRE**

**APOLOGIES**

Four apologies for absence had been received.

IN ATTENDANCE

John Durrant - Chairman

Brenda Leseelleur

Frances Potter

Jacqueline Dickson

Roger East

Simon Crozier Meares

Georgina Rolls

Tim Sparrow

Chris Barham

Andrew Cornell, Practice Manager

Sally Payne, Patient Services/Deputy Manager

**MINUTES**

The minutes of the meeting held on 5th October 2013 were read and approved.

**MATTERS ARISING FROM MINUTES**

Lloyds Medication Reviews – AC has spoken to Lloyds regarding the issues raised and has not heard any further feedback from patients.

Saturday Clinics - Pre-bookable, available via the website. AC to advertise on website and waiting room TV.

Parish Council – A representative was invited to the meeting, however no one showed at the meeting.

**Survey Report – Feedback and action plan**

**Feedback**

The AFHC survey results were reviewed. Options discussed to improve uptake for future surveys included Facebook, Twitter etc. Group membership was also discussed and the possibility of advertising via Facebook, Twitter etc to promote and recruit new members. Forest Row News has agreed to give two pages for the group to use.

The feedback overall was good, in particular to the staff and doctors.

AC explained the introduction of the Acute Illness Clinic. Once all of the bookable appointments have been given for that day, patients are asked if they consider their request for an appointment as medically urgent for today. If the patient feels they have a medically urgent problem they are invited to attend the AIC.

AC informed the group that appointments on-line went live at both sites from 1st January 2014. A group member asked if the service could be extended to offer nurses etc. AC explained unable to offer nurse appointments as too complex to go on-line, however phlebotomy appointments could be made available to book on-line.

**Action Plan**

* Car Park – Pedestrian access into the practice is a high priory – ESHCT has funding in next years budget- AC to contact Propco to make enquires.
* PRG Advertising – the group agreed to take advantage of the offer from Ashdown News as an opportunity to promote the group. Waiting room notice boards to be updated.
* Opening hours – The group recommend opening at lunchtime, however the phones are to be left as they are. The group requested face to face feedback from the partners and would like to invite a partner to attend the next PRG meeting. A group member requested commuter clinics to be available at AFHC. AC explained the extended hours contract at that AFHC opted to open on Saturday’s, however, the patients could be polled on the next survey. AC was asked to approach the partners to seek their thoughts on offering over and above the contract i.e offer commuter clinics as well as the Saturday clinics.

**CCG REPRESENTATIVE**

SCM circulated copies of the CCG plan – SCM announced his intent to step down as CCG representative as he has other commitments and not sure how productive the CCG meetings are? AC asked SCM to email him with his feelings on the meetings as he would like to make EG aware. A subsequent conversation with SCM resulted in his decision being revoked.

**CARE DATA**

CB gave a very informative presentation to the group on the pro’s and cons of the care data program. Thank you CB.

**ANY OTHER BUSINESS**

The Terms of Reference for the PRG were discussed and approved (see page 4-5)

DATE OF NEXT MEETING

AC to agree next two meetings dates and email out the group.

Abbreviations:

CCG – Clinical commissioning group

AFHC – Ashdown Forest Health Centre

PRG – Patient reference group

AC – Andrew Cornell

SCM – Simon Crozier-Meares

CB – Chris Barham

Meeting closed at 1pm.

**THE ASHDOWN FOREST HEALTH CENTRE**

**PATIENT REPRESENTATIVE GROUP**

**Terms of Reference**

**Introduction**

The Ashdown Forest Health Centre Patient Representative Group (AFHC PRG) hereinafter referred to as the ‘Group’, was established in accordance with Patient participation directed enhanced service (DES) for GMS contract, guidance and audit requirements 2011/12/13/14.

The terms of reference stated in this document set out the aims, membership, remit and responsibilities of the Group.

**Aims of the Group**

The aims of the Group are to:

1. Give patients a voice in the organisation and provision of their care
2. Contribute to the continuous improvement of services provided by the AFHC
3. Promote communication and co-operation between the AFHC and patients
4. Influence (from a patient perspective) the provision of secondary healthcare in the local area
5. Provide a link between the Group and the CCG PRG

**Membership of the Group**

* Patient representatives from the AFHC
* The AFHC Practice Manager or designated Deputy
* A partner from the AFHC (if requested by the Group)
* A representative from Forest Row Parish Council
* Other invited individuals as may be determined by the Group from time to time

The Group will, as far as possible, endeavour to be a representative mix of the AFHC population.

Membership will be reviewed on an annual basis.

The Group will elect a Chair and CCG PRG representative. The secretarial duties will be carried out by the Practice Manager and/or his Deputy.

**Frequency of Meetings**

The Group will endeavour to meet no fewer than four times a year.

**Conduct of the Group**

Members of the Group will at all times at with integrity and in a suitably professional, objective and co-operative manner. They will:

* Listen to and respect the opinion of others and respond with sensitivity
* Views expressed should be personal, unless specifically represented and clarified otherwise
* Respect the confidentiality of any information gained by the Group, not already available in the public domain

Members of the Group should aim to attend all scheduled meetings and will attend at least two meetings each year