Patient Reference Group Profile and Representation 2012

The Ashdown Forest Health Centre PRG consists of 28 members which can be broken down as follows:

Sex:

Female 14

Male 14

Age:

Under 50 – 2

Over 50 – 2

Ethnicity:

White British – 27

African - 1

Registered with Disability:

4

Registered Carer

2

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 8.30am – 6.30pm, with extended hours until 7.30pm. Tuesday to Friday 8.30am - 6.30pm and closed daily between 12.30 - 1.30pm. We are also open alternate Saturdays 9.00 - 11.30am as an extended service to our patients.

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.

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|   | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Friday** |
| **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 K C Rose**  | - | - | 9.00 - 12.00 | 9.00 - 12.00 | 9.00 - 12.00 |
| 5.30 - 7.30 | - | 4.00 - 6.00 | 4.00 - 6.00 | 3.00 - 5.00 |
| **Practice Nurse** | 8.30 - 12.30 | 9.00 - 12.30 | 8.30 - 12.30 | 9.00 - 12.30 | 9.00 - 12.30 |
| 1.30 - 5.30 | 2.00 - 5.30 | 1.30 - 5.30 | 2.00 - 5.30 | 1.30 - 5.30 |
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Action Plan – Survey 2012

Following a meeting held at the practice on Saturday 17th March 2012, it was felt the main areas of the survey results to focus on were: Telephone availability, Doctor Choice and Health Education. It was widely felt that “Communication” is the key to improving services at Ashdown Forest Health Centre. Communication to both patients and staff is vital and the agreed format will be implemented.

Improved Communication to patients:

* Understanding of services available (including health checks and areas of expertise)
* Understanding of appointment system and choice of doctor.
* Opening times.
* Wider population.
* Registered doctor understanding.

The above topics will be communicated to patients via the practice web site, practice leaflet, installation of medical TV in the waiting room, local advertising (parish magazine). In addition and forming phase 2, it was agreed that the practice will analyse patient data in order to highlight “Infrequent visitors” to the practice so that the next survey has a better uptake. Email capture and mobile numbers are to be reviewed and staff encouraged to opportunistically capture additional patient data.

Improved Communication to staff:

* Clarification and communication of services (continuity)
* Opportunistic data capture
* Praise (results of survey)
* Protected training to cover results
* Introduction of “Individual Patient Care Project” – This is a PRG agreed initiative that will highlight to staff patients with sensitive needs.

Phase 2

It was agreed that implementation of phase 2 will wait until after the practice refurbishment; the following time scale was agreed:

Phase 2 initial meeting to agree phase 2 survey and format- July 2012

Distribute and collate survey - Aug – Nov 2012

Discuss results and form action plan - Jan 2013

Publicise results and action plan implementation - Feb