

## **Patient Representative Group Report (PRG)**

### **Profile of PRG members**

We have tried to cover all patients within our practice profile and looked at individuals within the community to include patients from the following areas and groups:-

- Hartsop Community = 1 member
- Patterdale Community= 2 members
- Glenridding Community= 2 members
- Dockray Community = 1 member
- Matterdale Community= 1 member
- Penrith Resident = 1 member
  
- Patients over 65 = 6 members
- Patients 40-50 = 2 members
  
- Male = 40%
- Female = 60%

Current members are Margaret Boothroyd, Judith Sullivan, Neil Sullivan, Rob Batten, Helen Beaty, Mary Bell, Veronica McGloin and David Brown. All members were asked personally to join the group.

### **Setting the priorities/questions to be drawn up**

We arranged a meeting and invited all members of our PRG to attend. We explained the purpose of the meeting; we provided some areas for discussion from our previous survey results. The PRG group discussed and decided on which issues are priorities that they would like to include in this years survey. The minutes of the meeting were sent out to all PRG members, together with the proposed extra questions. Members were asked to comment and amend if needed. The survey was arranged through Improving Practice Questionnaire as previous years.

### **Conducting the survey**

We agreed that we would target younger/working group of patients who attended the surgery to get their views, also to distribute copies of the survey to the hotels and also local groups to get an overall view from patients.

### **Survey Results**

The results of the survey were analysed in house and were publicised via a poster in the surgery and on our website. A copy of the survey overall result were given to each member of the PRG together with a date to attend a further meeting to discuss the results and formulate an action plan.

## Glenridding Health Centre

### Action Plan

The actions were drawn up by the PRG group at a PRG meeting on Monday 4<sup>th</sup> October at 2pm. The results were reviewed and all aspects of the survey were discussed with the group and then actions to be taken forward were planned.

Patient survey looked very good with all current scores exceeding 2014 survey. Patient comments to be reviewed

- Better chairs in reception
- Seats are far too hard!
- We did like the drop in service and were disappointed when this stopped. However it is still easy to get an appointment.
- Revert back to just being able to drop in and not need to book appointment
- Is excellent now – was even better two, three years ago when more opening times and no need to travel to Penrith if needed appointment on closed days.

All remaining comments were very positive.

### ACTIONS:

**Look at seating** Lynn to see if we can find funds to put more comfortable seats in waiting area.

**Notice Boards** around the area need update information about the Surgery. Lynn is to organise new posters with up to date information.

### Carers in the area

It is increasingly becoming a problem that there are no local carers available for our patients.

**ACTION** – Lynn to put an advert in the Together magazine to see if we could recruit locally

There were no disagreements with the PRG members on the proposed actions, and all to be implemented as soon as possible.

### Local Patient Participation Report

The reports and Action plan can all be view on our website at [www.glenriddinghealthcentre.co.uk](http://www.glenriddinghealthcentre.co.uk) Posters and copies of the report available for all patients in the surgery.

#### **Glenridding Health Centre Reception Opening Times**

Monday to Friday (Except Wednesday afternoon)

**8.30am to 11.30am**

**3pm to 6pm**

In an emergency ring us on 017684 82297

Outside of our normal working day after 6.30pm and before 8am

Please ring **111**