

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
- Deepdale Community = 1 member
- Glenridding Community= 4 members
- Dockray/Matterdale Community= 2 members

- Patients over 65 = 4 members
- Patients 40-50 = 2 members
- Patients 20-40 = 2 members

- Hotel Staff = 2 members

- Ethnic Groups = 1 member

- Male = 40%

- Female = 60%

Current members are Margaret Boothroyd, Judith Sullivan, Stephen Gorton, Kenneth McDonald, Mary Bell, David Brown, Andreea Hegedus and Helen Beaty. It was suggested that Robyn Brown to be invited onto the Group.

Setting the priorities/questions to be drawn up

A meeting was arranged and all members of our PRG were invited. 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. The survey was arranged through Improving Practice Questionnaire as previous years.

Conducting the survey

We agreed that we would not target specific group of patients just whoever attended Dr Smith's surgeries during November 2014.

Survey Results

The results of the survey were analysed in house and were publicised via a poster in the surgery. 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.

Action Plan

The actions were drawn up by the PRG group at a PRG meeting on Thursday 2nd February 2015 at 11.30am. The results were reviewed and all aspects of the survey were discussed with the group and then actions to be taken forward were planned. Agreed action plan as below.

1. **To keep existing services at Glenridding** –Patients and staff to fight the proposed changes by NHS England to a 7 year plan to cut our funding by 5% each year to a total cut of 40% by 2021. Dr Jonathan Smith will be retiring end of October 2015 and with the cuts would mean that our service will have to change. As yet it is not know who would take over the practice. So, we would like to ask our patients for their support in trying to maintain the present level of funding for the Practice. Flyers to be sent out via Together magazine or direct to patients.
2. **Seating and Reception** – Seating is looking, and feeling a little shabby. Initially couldn't find the reception window. NHS Properties are going to be starting new building works and seating and reception area are all on the agenda. Due to finish June 2015.
3. **No room for Health Visitors meetings** – Lynn to organise in Registrars room so as not to interfere with baby and mothers clinic.
4. **Have a dental practice** – within the Surgery. Lynn to approach a dentist to see to the possibilities.
5. **CQC** – A good report with no major concerns. Minor issues about our appraisal system and staff records. All corrected and reported to the CQC as actioned.

Overall the patient group were very happy about our services. They were informed that if anyone had any problems to get in touch with us sooner rather than later. All of the PRG members agreed on the proposed actions, and 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 Posters and copies of the report available for all patients in the surgery.

Opening Times

Glenridding Health Centre Core Opening Times

Method of obtaining access to Doctors Services

Any time of the day or night ring **017684 82297** and your call will be diverted to Glenridding Duty Doctor or Choc Out of Hours Service

Duty Doctors at Glenridding Health Centre are available from 8am – 6.30pm Monday to Friday

The Surgery is open:

Each morning from 9am -12 noon

Each afternoon from 3pm – 6pm (except Wednesdays)

To collect, order medicines or to make appointments

New Doctors Consulting Times are:

Each morning from 9.30am – 11am

Each afternoon from 4pm – 5.30pm (except Wednesdays)

No appointment is necessary

Practice Nurse consulting times are:

Wed, Thurs or Friday 9am – 11am

Appointments only please