

EAST BARNET HEALTH CENTRE
PATIENT REPRESENTATIVE GROUP REPORT

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We formed our 1st Patient Representative Group in October 2011. Since then we have actively meet several times a year. The group has grown in numbers, some prefer to be part of a virtual group keeping in touch by e-mail whilst others approx 8 – 12 members come along to our meetings.

Together we established a new patient questionnaire format for the current year. This went out to our patients during the 4 weeks of January 2013.

400 questionnaires were distributed and 378 patients responded.

The Patient Group met on 25th February 2013 with the doctors to discuss the findings of the survey. The answers were collated and reviewed in detail. Comments made by patients were collated into one document for ease of discussion.

Positive outcomes: Patient satisfaction with Early morning 7am appointments

Satisfaction with telephone consultations

Satisfaction with ease of obtaining an appointment

Negative outcomes: Patient did not know about our website

Most of the comments from patients were negative concerning the telephone system and how difficult it is to get through at busy times. They did not like that they were unable to tell how long that had to wait until the call would be answered. No messages on the system to inform patients they are in a queue.

Priorities set with PRG:

Timeframe for either new or improved Telephone System which is able to give patients information on time or if they are in a queue and will be answered.

Improve Communication with patients.

More information on our website, to promote and advertise services provided by Practice Nurse and Healthcare Assistant.

Promote Telephone Consultations with Doctors

Link within our website to NHS choices to assist and educate patients on Diagnosis and self help for minor ailments.

Develop on-line appointments

Develop 'iPlato' messaging service for mobile phones – reminder on appointments ect

Name Badges for staff.

Electronic information Board for patients

Methods for notifying patients outcome of survey and changes:

Post on Website

Repeat Px messages

Auto Arrival message

Patient Newsletter

PRG agreed to meet in 4 months to progress priorities.

Report Date 12th March 2013