

Patient Participation Report March 2014

Knights Surgery

Group Profile

Knights Surgery has formally existed since April 2013 and now has a Patient Reference Group. The Knights Surgery Patient Reference Group currently has 9 members and welcomes new members. If you are interested in joining please contact us by email reception.knight@nhs.net or by phone and speak to the Practice Manager 01268 415888.

The Patient Reference Group has the following profile of age range and gender.

Age Range	16-24years	25-34years	35-44years	45-54years	55-64years	65+
Members	0	1	3	1	1	3

Gender	Number of members
Male	4
Female	5

The numbers in our Patient Group are small but we are a small practice with a list size of approximately 1,450 and the group is nearly one year old. Recruitment to the Group was made when patients attended the surgery. We hope to attract new members by introducing a Virtual Group and we will request email addresses so patients can join in with future surveys.

At our November meeting we decided to carry out a survey to find out how we are doing and to seek the views of the patients on the services we carry out. During January 2014 we carried out a paper survey to seek patient feedback. The surveys were given out in the waiting room only. The Patient group decided the questions for this first survey. The minutes of all our meetings can be made available upon request.

At our last meeting on 18 March 2014 we discussed the results of our Patient Survey.

How was the survey done?

12 questions were asked and the survey was made available for 4 weeks. Over that period 400 were issued and 125 returned. The results were analysed in house and results given to all Patient Group members.

What did the PRG think of the survey results?

Many areas had high satisfaction especially areas concerned with dignity and respect. One new aspect to the way in which we communicate with our patients was asked in the survey and that was the use of **text message** and 96% were happy to be contacted this way with consent and 64% would be happy to be contacted with test results this way. This needed further discussion among the group as there were concerns about confidentiality. We also asked in the survey about awareness about the Patient Reference Group and 80% were not aware of it. We also asked if the patients would be happy if the practice moved to new premises nearby with improved services and 83% said yes. We also reviewed comments and these generally were greatly positive about Knights Surgery.

As a group it was agreed that the Patient Reference Group needs to be advertised more so a noticeboard will be placed in the waiting room to display meeting dates and times and how to join the group. It was also decided to create a Virtual Group and a database of email addresses will be collated. We will advertise this on the noticeboard and website.

We will publish our results in the waiting room and website.

Our next meeting is Tuesday 20 May 2014 at 18.30 at Knights Surgery and as we are a new group we need to look at formally nominating a Chairperson and creating a Mission Statement to guide us in our work.

Opening Hours

We are open 8.30-6pm Monday Tuesday Wednesday and Friday and on Thursday 8.30-1pm. We are also open on the first Saturday of the month 9.30-11.30. We may ask in our next survey about our opening times but no comments were made about this in this survey. At the end of our survey we invited further comments, none of which commented on our opening hours.