

LONG FURLONG MEDICAL CENTRE

PATIENT REPRESENTATIVE GROUP

ANNUAL REPORT 2014/15

Practice Profile

Long Furlong Medical Centre is situated on the edge Abingdon. Our practice area includes north Abingdon and some of the nearby villages. We have a list size of approximately 9000+ with a younger than average practice population. The ethnicity of our patient population is predominately white British.

We are a 5-partner practice with 1 part-time salaried GP, 2 practice nurses, a health care assistant and a phlebotomist. We also have a reception and administration team to support our work.

The surgery is open Monday – Friday 08:00-18:30 excluding Bank Holidays. Reception is manned throughout the day from 08:30 – 18:30 and switchboard is able to accept urgent calls between 08:00-08:30.

In addition to our core opening hours we also offer GP appointments to registered patients one evening per week 18:30-19:30 and GP and nurse appointments one Saturday per month 08:00 am -12:00 noon.

Our Patient Representative Group (PRG)

As we have a predominately young population who lead busy and full lives we have a ‘virtual’ group which requires very little time commitment from our patients. It allows members to comment and provide feedback by email, but to ensure that we do not exclude patients, we also encourage those without email to join by offering their feedback either via the post, telephone or face to face.

We continue to recruit to the PRG and now have 34 members (22 female and 12 male) who are predominately white British, whose ages range from 30-79 years. We are especially keen to encourage our younger patients and those whose ethnic origin is not white British to contribute to the group. We publicise and encourage membership to the PRG by advertising on our website, in the waiting room, our patient leaflet, registration forms and through our patient surveys.

Patient Surveys and Action Plans

Each year The PRG members are asked to put forward suggestions for categories to be included in a patient survey. The survey is published, the results collated and circulated to the PRG members who are asked to set the priorities for the coming year. The results of our 2014/15 patient survey are available in Annex A and the Action Plan for 2015/16, as agreed with PRG members, is available at Annex B.

Progress & Priority Reports

Each year, after publication of our patient survey, we ask our PRG members to set the priorities for the following year. We also report on the progress made on the previous year's priorities.

Our progress on the priorities for 2014/15:

1. Increase the number of appointments available on line and make the rota available further in advance (max of 6 weeks). This was actioned immediately but feedback from the most recent survey would indicate that patients using the on-line facility still do not feel that they are able to book appointments when they would like. We do offer 22% of appointments available to be booked on line but due to our growing list size and demand on appointments the benefit is not being felt as the receptionists will offer these to patients who are phoning if they haven't been booked on-line.
2. In future make every effort to contact those patients who may be directly affected by any changes that are to be made in the practice. We have been using our newsletters and website to announce changes in the practice and have found that many more of our patients are signed up to receive the newsletter when it is published. We hope this has helped to improve communication.
3. Offer a mix of flu clinics - walk in and appointments and also offer evening and Saturday morning clinics. We have worked hard to change how we manage our flu immunisation programme. The doctors and nurses now administer the vaccine to our eligible patients during a normal consultation. We also held our main flu clinic in the Long Furlong Community Centre which was very successful.

Group Exercise and Nutrition Advice sessions.

One of our on-going aims has been to set up nurse led, group exercise and nutrition sessions. Regrettably we have not been able to set up a programme for our patients but will continue to explore opportunities for delivering these sessions in the coming year.

Our priorities for 2015/16 are all focusing on improving access for our patients. They have been set as follows:

1. Consider increasing the number of GPs to help manage with the growing patient list size.
2. Increase the number of appointments that can be booked on-line.
3. Make telephone consultations more mainstream. Write parameters/protocols about what conditions/symptoms warrant a telephone consultation with a GP

We are extremely grateful to the members of our PRG who have contributed to this work. Their support and advice is invaluable. If after reading this annual report you would like to participate in our Patient Group please contact the Practice Manager on 01235 522379 or email diana.donald@nhs.net.

Diana Donald
Practice Manager
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