

Patient Reference Group Report 2015-2016

1. PRG Activity

Spring Newsletter April 2015

Extraordinary PRG Meeting 1st Sept 2016

Jan/Feb 2016 A number of PRG members put pressure on the Health Centre to go public with the proposed cuts and to fight them. The practice was hesitant at first and tried to contact NHEngland to resolve the matter. A letter was sent to Moira Dumma at NHEngland by the Partners to formally reject their proposals to cut the Practice budget.

15 February - After receiving no response the University Health Centre decided to go public with the proposed cuts and the SOS: Save Our Surgeries campaign was launched. A meeting was arranged with our PRG to plan the way forward.

Our campaign was started via Twitter, Facebook and our website. We started a governmental petition to address the cuts to our budget. Over the weekend campaign posters and noticeboards began to dominate our waiting rooms. On Tuesday 23rd February there was an article in the Examiner about our fight. We began to ask people to sign our handwritten sheets for the petition for non-emailers. Each signature now gets a sticker.

SOS PRG meeting 23rd February 2016 - This was an open meeting with all our patients being invited by text. The meeting was very well attended and many offers of help were given.

Steering Group Meeting 26th February 2016 - All the volunteers were invited to the meeting and this too was well attended. Our invaluable foot soldiers offered their help in gathering signatures on the forms and have been in and out of the surgery and the University campus over the last few weeks. They have almost doubled the online signatures. Plans were made and PRG members outlined who they were going to write to and actions they planned to take. Many letters have been written on our behalf. Tweets and shares are also helping to get our situation "out there". There is another high profile campaign going on regarding the A&E services in the area. We do not want to hijack this other campaign but we must work hard not to be over-shadowed by it.

29th February - GPs and PRG members met with a local councillor. GPonline has been put in the picture and ran a report highlighting the uncertain situation the Practice currently finds itself.

We have started our own consultation with the practice patients using an external survey company.

A Lego model of the surgery was built by a PRG member and is on display in the waiting room. This is an excellent illustration of our predicament. Pictures were sent out with a press release and an article was published in the Huddersfield Examiner.

1st March - The student's Union met with the University deputy Vice-chancellor Professor Thornton who has asked for further information and has indicated that he will write to NHEngland.

Steering Group Meeting 7th March 2016 - An update meeting has been held. One of our members has produced a video which will be uploaded to the website once it is finished.

11th March - The practice met with our local MP Barry Sheerman who has committed to supporting our campaign.

Next Meeting: 30th March 2016

It must be acknowledged that without the enormous and continued help and support of the wonderful members of our PRG (who are not mentioned by name) we could not be fighting this campaign. It is all about people power and the patients deserve to keep their high quality services intact. These few PRG members are the voice of all of our patients. Please ask to join us 01484 430386 if you think you have something to offer. We welcome suggestions for improvement.

2. PRG Action Plan

Actions suggested at the patient reference group meetings and via email correspondence with the PRG members.

* Suggestion – Display good comments

During the September 2015 meeting the members were given a copy of a large amount of comments gathered from the various surveys and FFT surveys collected over the months from April 2015. They had chance to briefly view these comments. A member suggested that these were really good comments and in main very positive comments about the

surgery suggesting that we were getting things right and that the patients were happy with the services we were providing. As usual the appointments system was commented on but the positive comments vastly outweighed the negative ones. The member commented that we should be very proud of these comments and as such we could display them on the walls for new patients to see.

* Action

We have put a random selection of the positive comments onto the waiting room wall (in speech bubbles). We have started with just a few and we will continue to take a few more lovely comments from the constant comments that come in via our surveys, the FFT and also from our MJOG texting system. They are on green and orange card and laminated so they stand out quite well. The PRG members will be asked what they think of these once they have been up for a time.

* Suggestion – Recruitment of PRG members

We have discussed the issue of recruitment with our members on many occasions and also highlighted the poor attendance at our PRG meetings. We were asked whether we approach people in the waiting room to join the PRG. This has not happened in the past as we have not felt that we can intrude on patients whilst they are waiting to see a doctor or a nurse. Historically we have asked the clinicians to let us know if any patients are community minded and vocal and they have recommended patients for us to approach. We have approached patients who are members of the students union committee as we felt they might be community minded. We have also approached patients who we have been dealing with at the counter who appear to be confident and vocal and have a good command of the English language.

* Action

We included a question on the registration questionnaire and a few patients have responded in this way. They have been contacted via email with the terms of reference and often these participants remain virtual. We have produced a flyer to ask if patients would like to join our patient reference group. This is being left in the waiting room on the seats and hopefully will produce some new members. We have also provided the clinicians with a few flyers with the intention of giving them to minority group patients who might be interested.

* Suggestion – Promote online access

The members are aware that we allow patients to make appointments online and request repeat prescriptions. All patients are set up for this and they just need to activate their usernames to get going. We also allow patients to access parts of the patient record such as blood tests. This is useful for patients who have regular blood tests and they can see when they are back. Patients can see letters from specialists and whether their prescription requests have been fulfilled. This access is now available to all patients and they just need to activate the access by logging in. Members suggested that we should advertise this to the patients.

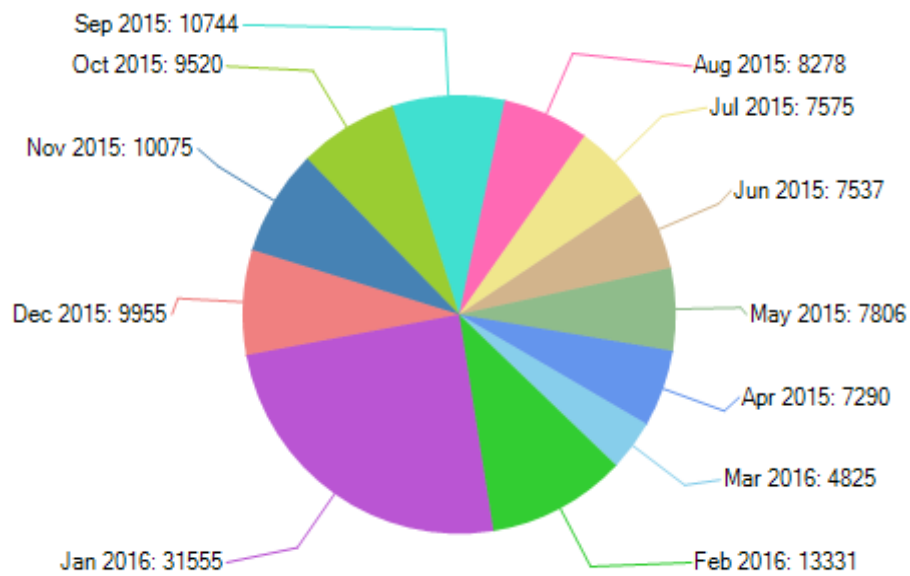
* Action

We have advertised this on our plasma screens in the waiting rooms and also throughout the University with the help of the Student's Union. We encourage take up on our website and during telephone calls for appointments and at the Reception counter.

3. Website Usage Statistics

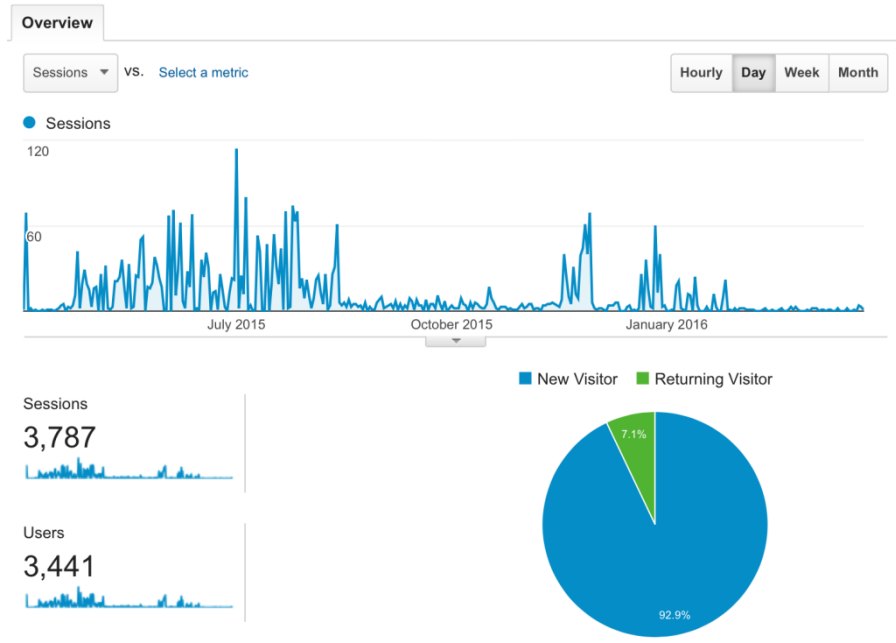
Website Hits

For the last 13 months, unique visits = 128,491.



4. The App

We are very happy with our App and we feel that many students look at the app just before coming to join us. It is important that this first point of contact looks professional. We feel that our App has achieved that.



5. Make-up of the PRG group

There are 65 members of the Patient Reference group. 33 members are male and 32 members are female. We have a good mix of ages and ethnicity. Many members are virtual members and we only deal with them by email.

There is a sub-committee named SOS Steering Group Committee which consists of 14 members. This group actively meets monthly at the moment.