

express their interest in joining the PRG. The University enrolment starts in September and to include the student population, we set a closing date for expressions of interest of 15th October.

We then looked at all the positive responses. On the basis that people who had not expressed an interest were most unlikely to attend, we used this list to look for patients in the categories of:- student at Tremough, carer, single parent, full time managerial/ professional, full time employed unskilled, unemployed, retired and disabled. An invitation letter was sent out to 43 patients selected from across these categories.

The first meeting was held on 8th December in the Penryn Surgery. 18 patients attended

Description of the profile of members of the PRG

Males	10	Females	8				
Disability			5				
Heterosexual	14	Gay man	2	Bisexual	1		
Carer	3						
Ethnic origin		White British	18				
Age	18 or under - 1	19 to 40 - 0	41-60 - 9	over 60 - 8			
Frequency of visits	1 to 3 - 1	4 to 10 - 15	over 10 - 2				

Despite our specific targeting of the student population, we only had one student attend the meeting. The 19 to 40 age patients were not represented. Otherwise we feel we had a good representative group.

Determining issues to be included in the local practice survey

At the meeting, following a general introduction of the aims of the PRG, the prepared draft questionnaire was discussed. Every opportunity was given to the group to suggest changes and the survey questions were significantly altered in the final version. A number of open questions were asked including suggested general improvements to the practice, the consultation, the staff and other services which patients would like to see provided.

Obtaining views of registered patients, methodology and statistical analysis

The patient survey was run in the third week of January 2012. The results were then tabulated and a full report analysis and methodology completed along with the written responses to the open questions.

PRG opportunity to discuss the action plan

The analysis and written responses was discussed within the partnership and circulated to our PRG. They were invited to attend the review meeting on 23rd February.

At the meeting, the report and the written comments were discussed. The discussion focused on the areas identified for the action plan. The group was informed of our imminent change of computer software programme. The programme includes an on line booking facilities, which we hope will help with the concerns about appointment booking and the 8am telephone bottleneck. The compromise between being able to book on the day and have advanced booking with a doctor of choice was discussed and the ratio of these appointment types will be looked at further. The late running of surgeries will be looked at with a view to reschedule some appointment breaks. The pharmacy repeat prescription delays will also be looked into.

Other matters which were discussed were a clock in the waiting room, high chairs in Stithians surgery waiting room, a suggestion box and a notice board for the PRG. The "action plan" as set out in the summary presentation to the PRG was approved. It is written up in more detail below. A review meeting will be held in early June.

Action plan

Aim

- to optimise appointment availability and choice and minimise the difficulty with the "phone on the day" early morning telephone congestion

Action

- review the ratio of "book on the day" to "book in advance" appointments
- investigate the new computer software (due to go live at the end of April) for book on line facility and releasing tranches of next day appointments in the afternoons
- increase patient awareness of the early morning bookable appointments
- investigate the practicality of booking short interval follow up appointment

Aim

- reduce the surgery consultation waiting time

Action

- look at where surgeries are consistently running late
- schedule catch up breaks into appointment times
- investigate the practicality of running three shorter surgeries in the day – this could help reduce parking congestion

Aim

- to minimise the time to have repeat medication ready for collection from the pharmacy

Action

- investigate the new computer software to minimise any delays in the workflow of the repeat prescription requests
- to review the handling of repeat prescription requests within the pharmacy

Practice opening hours

Our most up to date Practice opening hours and methods of accessing the services for core and additional opening hours are in our practice leaflet and web site.