

SUMMARY OF PATIENT REPRESENTATIVE GROUP FEBRUARY 2015 – MARCH 2016

Priority Area	Comment	Proposed Actions	Timescale for Completion
Raising the profile of the Group	Suggestion made to hold an open surgery giving patients an opportunity to meet PRG members.	Two members of the PRG will be spend time in the waiting room to promote the PRG	June to Aug 2016
Group membership	Currently the student population is under represented in the Group.	Meet with Student's Union to help promote membership	Sept 2016
Practice Website	Not always easy to navigate around the website – in particular finding PRG Minutes and Agenda	New tab created separating Reports from general information about the group	Completed
Waiting Room Media Screen	Request for information about services provided. Slides to be clear and concise as	Powerpoint Presentation on is now being shown on the media screen throughout the day	Completed
	Request for information in different languages	Information on screen offering interpreting service	Completed
		To investigate what range of information is available for non English speakers	Sept 2016
Online Services	Request for screen shots how to use online ordering for repeat prescriptions, book and cancel appointments	Demonstration videos to be available on website Members of the group to be available in the waiting room to show patients how to use the online services	Completed June to Aug 2016
Patient Survey comparison	Improvements in the patient survey	Develop survey after PRG promotion in the	Autumn 2016

	comparisons. Decision not to repeat however focus on increasing online services registration	waiting room to determine if patients find online access efficient and effective.	
Practice Newsletter	Re-launch of the Practice Newsletter to profile staff members with special interests and promote relevant news items such as prescribing of paracetamol and to headline PRG topics discussed	Development of Practice Newsletter	Completed
Car Park	<p>Suggestion to survey patients using the car park – agreed may be difficult as this is used by the dental practice and Lloyds Pharmacy.</p> <p>Agreed to put up notices asking patients to give their vehicle registration number to reception if they block someone in the car park. Also all staff to have cards to put on display if blocking someone in.</p>	Notices on display and polite notices on unidentified vehicles.	Completed