

PRACTICE NAME:

PATIENT REFERENCE GROUP REPORT 2012/13

This report summarises the development and outcomes of Teehey Lane Medical Centre Patient Reference Group (PRG) in 2012/13.

It contains:

1. Priorities for the 2012/13 patient survey and how they were agreed with the PRG.
2. Method and results of patient survey.
3. Changes in services required as a result of the patient survey (agreed with PRG).
4. Action plan detailing priorities and proposals agreed with PRG.
5. Publication of the Local Patient Participation Report on the Practice Website (by 31st March 2013).

1. Priorities for the survey and how they were agreed with the PRG:

2. Method and results of patient survey:

3. Changes in services required as a result of the survey (agreed with PRG):

(Include summary of discussions on findings of patient survey with PRG).

4. Action plan detailing priorities and proposals agreed with PRG:

You said...	We did...	The result is...
Waiting area/ Reception Needs modernisation	We are nearly finished after having major work on the surgery to modernise and have a more comfortable environment.	As yet the surgery is not finished but it has already made a big difference to space and it looks a more welcoming place.
More up-to-date Call and Display System	We have organised for a new system to be installed in April 2013.	It will be an easier way for patients to know who is next to see the Doctor or Nurse and will also offer patient information.
Patients Parking	We will after the surgery extension is finished be addressing the issue outside the surgery for disabled parking.	The result we hope will be easier for disabled/elderly patients as the practice is on a main road.

5. Publication of the Local Patient Participation Report on the Practice Website (by 31st March 2013). *(Please provide website address or link to report).*