

Patient Reference Group

Forming a Reference Group

Why form a group:

To develop a structure that gathers the views of patients and enables the practice to obtain feedback from the practice population

How we advertised the group:

The practice had previously set up a Patient Forum, however, despite best efforts patient participation is limited, and the last meeting had been over a year ago.

In order to encourage patients to join the group and therefore increase our cross section of patients involved we advertised the group on the 'Amscreen' in the surgery, in the Practice Newsletter and also on the Practice Website.

We also have a poster on the wall advertising the group and with the consent of the present members, their individual names. Next to this poster is a suggestion box for patients, any items will be discussed at the Patient Forum meetings. Patients also speak to members direct with concerns which they would like the Patient Forum to address.

Surgery staff bring the group/ suggestion box to the attention of patient's opportunistically.

To compliment the physical group we have set up a virtual patient group. Patients are invited to provide an e-mail contact address and surveys/ questions are sent to them. This again is advertised as above. All new patients are provided an application form at the time of registration and patients sent routine letters by the practice are also sent a flyer for the group.

The above actions hopefully will generate participation from a cross section of the practice population which is as representative as possible.

Deciding an agenda:

Forum members and patient suggestions will dictate the agenda together with issues that the practice wishes to discuss.

Following the re-introduction of the patient group a meeting was held on 1st February 2012, the agenda was based on an 'Access' survey which had been carried out in the practice by an external source (see Patient Forum minutes on this site, Survey 2011 and Access summary)

The action points from the meeting were sent to the virtual group for approval.

The practice also undertook an in house patient survey based on 'Access' (see patient survey results on this site)

These results will be discussed at the next forum meeting.

Once changes are established further surveys will be carried out

Physical Group:

We have 6 members, 3 men and 3 women, within the following age ranges:

17-24	0
25-34	0
35-44	1
45-54	1
55-64	2
65-74	0
75-84	2
85+	0

Virtual Group:

We have 14 members, 5 men and 9 women within the following age ranges:

17-24	0
25-34	0
35-44	2
45-54	5
55-64	6
65-74	1
75-84	0
85+	0

All of the patients so far who have registered to join the patient Participation Group have indicated that they most closely identify with a White British ethnic background.

The patients in both groups between them have experience of a wide range of chronic diseases including

Arthritis / Coeliac Disease / Diabetes / Heart Disease / Hypothyroidism / Osteoporosis / Respiratory Disease.

Included also within the groups are patients in employment, retired patients, parents, parents with young children and carers.

If you feel you could make a positive contribution to either of these groups please complete an application form.