

Dr Rai The Roundhay Road Surgery – Patient Reference Group Report 2012.

Over the past months, a Patient Reference Group (PRG) has been set up with a wide group of participants representing a cross section of patients with a diverse range of ages, ethnic origins, social backgrounds, differing levels of health requirements and disabilities and of both sexes.

The breakdown of the members of the PRG and their backgrounds are:

Age groups	Gender	Ethnicity	Health Groups
2 aged 20 to 30	1 Female	Pakisaini	Thalasemia
2 aged 31 to 40	1 Male	Bangladeshi	Disabled
1 aged 41 to 50	3Male	Pakistani	Patients with long term conditions
1 aged 51 to 60	1Male	Indian	
0aged 61 to 70	1	Chinese	
0 aged 71 and above		Other White	

We thanks those members of the PRG who reacted to the posters, invitations, adverts on the Practice website and in the Practice Leaflet for joining the group and to those who attended the inaugural meeting on the 13th of October 2011. At this meeting, issues surrounding areas where improvements could be made for the services offered to all Practice patients were discussed and agreed upon and it was these points that then went forward to form the PRG Survey Questionnaire.

In summary, some of the main points that were raised by the patients were around:-

- The methods of making and cancelling appointments.
- The availability of speaking to a doctor on the phone.
- Awareness of Practice information and how to access it.
- Areas of Healthcare that require publicity.
- Surgery times and Clinical time
- The advice and accessibility of having a Healthy Lifestyle. eg (Workshop arranged in July for healthy food)

Surgery Opening Hours.

Monday to Friday 08:00 until 18.00 hours
Except Tuesday 08: 00 until 19:30 hours

A draft Questionnaire was distributed to all PRG members and their feedback was returned and the draft was amended to form the final Questionnaire that was distributed on the week commencing 12th Jan 2012.

The results were duly collated and presented to the PRG at their third meeting on the 20th March 2012 when lengthy discussions took place looking at ways that the highlighted problems could be eradicated. An action plan was drawn together by the PRG to show the steps that will be taken and as to who will action each point.

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Having read this and you now feel the need to join the Practice PRG, then please call your surgery and leave your name and contact details with reception telling them that you would like to be contacted so that you can become involved.