

**Squires Patient Reference Group**

**Constitution Document**

**NAME**

Squires Patient Reference Group (SPRG)

**ESTABLISHED**

September 2013

**OBJECTIVES**

The overall aim of our SPRG is to develop a positive and constructive relationship between patients, the Practice and the community it serves, ensuring the practice remains accountable and responsive to all its patients’ needs.

The main objects of the SPRG shall be:

* Build strong communication channel between the Squires Lane Medical Practice team and the community in order to help patients use facilities to the best advantage and the practice to implement policies influenced by representative patient views.
* Ensure that patients’ needs and participation are considered in the development of the practice systems like our appointment and telephone system and promote understanding of such systems amongst our patients.
* Develop a mechanism which would collect the views and the needs of patients and the local community in regards to their healthcare. This would include regular collection of patients’ feedback via surveys (twice a year), FFT (monthly), comments & suggestions received from patients. Results shall be discussed on our regular SPRG meetings.
* Provide effective and appropriate publication of all SPRG activity to all patients including surveys’ results and minutes from all our meetings on the Practice Website and within the Practice.
* Create the SPRG action plan based on patients’ and community feedback about healthcare provision that will help improve services offered to patients.
* Share local knowledge, experiences and feedback from other relevant groups and networks.

**MEMBERSHIP**

Membership shall be open and free to all patients and staff of Squires Lane Medical Practice.

The quorum required to hold the meeting is:

* Practice Manager
* At least 4 Patient representatives (SPRG should ensure a spread of membership in terms of age, gender, ethnic groups, disability etc.)

**FREQUENCY OF THE MEETINGS**

The group shall meet on a 3 monthly basis. Notice of the day, time and place will be confirmed at least four weeks prior to the SPRG meeting via the notice boards in practice reception, on our practice website, via distribution of flyers in our practice reception and via email to existing members.

**ROLES WITHIN OUR SPRG**

Practice Manager will chair SPRG meetings and take the minutes of the meetings and will organise agendas and papers required.

A member of the SPRG will be elected as a lead advocate role within the group in order to ensure the full representation of all patients.

To ensure adequate representation on the forum youth lead (reception staff) could speak to our young patients when they attend for their appointment so that their views and feelings can be fed back to the practice as it has been difficult to involve our younger patients to fill in the patient satisfaction questionnaire or to engage them with our SPRG.

Disabilities lead will contact those unable to come to the practice and will visit them at a convenient time.

Communication lead will consider how we can improve and maintain good pathways of communication.

**OPEN DAYS**

The SPRG will occasionally run open days at the weekend, so that patients who find it difficult to get to the forum sessions during the week are invited, to ensure full representation of the community.

In the future we hope that our SPRG will also support charity events, such as Macmillan Cancer Coffee morning and will host these events whenever possible, inviting all of the participation group to attend and encouraging other patients to share their views.

**FRIENDS & FAMILY TEST (FFT)**

FFT was introduced by NHS England in December 2014 to all GP practices. FFT is a continuous feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience that can be used to improve services. The FFT question provides a mechanism to highlight both good and poor patient experience.

Our monthly FFT results will be discussed regularly during our PPG meetings and published on our practice website and within the practice.

**PATIENTS’ COMMENTS & SUGGESTIONS**

We have patients’ comments & suggestions book in our practice. All the suggestions from our patients are collected regularly and are discussed also at our PPG meetings.

**PRESENT SPRG PROFILE**

At present there are 10 members:

**GENDER**

|  |  |  |
| --- | --- | --- |
| **%** | **Male** | **Female** |
| **Practice** | 48.9% | 51.1% |
| **PRG** | 60% | 40% |

**ETHNIC BACKGROUND**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **White** | | | | **Mixed/ multiple ethnic groups** | | | |
|  | **British** | **Irish** | **Gypsy or Irish traveller** | **Other white** | **White &black Caribbean** | **White &black African** | **White &Asian** | **Other mixed** |
| **Practice** | 2.23% | 1.78% | 0% | 16.79% | 0.64% | 0.71% | 0.87% | 0.98% |
| **PRG** | 60% | 0% | 0% | 10% | 0% | 0% | 0% | 0% |

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Asian/Asian British** | | | | | **Black/African/Caribbean/Black British** | | | **Other** | | |
|  | **Indian** | **Pakistani** | **Bangladeshi** | **Chinese** | **Other**  **Asian** | **African** | **Caribbean** | **Other Black** | **Arab** | **Any other** | **Unknown** |
| **Practice** | 10.5% | 1.08% | 0.99% | 1.27% | 6.88% | 6.58% | 1.58% | 0.68% | 0% | 0% | 46.42% |
| **PRG** | 0% | 0% | 0% | 0% | 20% | 10% | 0% | 0% | 0% | 0% | 0% |

**AGE**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **<16** | **17-24** | **25-34** | **35-44** | **45-54** | **55-64** | **65-74** | **> 75** |
| **Practice** | 20.15% | 9.49% | 17.52% | 15.95% | 14.07% | 9.75% | 6.86% | 6.18% |
| **PRG** | 0% | 0% | 0% | 0% | 0% | 10% | 60% | 30% |

The decision was made that our Communication lead and Youth lead will advocate our group within our practice and our community to ensure adequate representation on the SPRG of all age and ethnicity range groups. We will also promote our virtual SPRG which will communicate mainly via emails. We believe that this way we will manage to engage especially our younger patients.

**PROCESS FOR RECRUITING NEW MEMBERS OF THE SPRG**

New members are recruited into the group on an ongoing basis. We have a notice on our website asking those who are interested to get in touch with their details. We routinely have notices up within the practice asking interested patients to leave their contact details at the reception. Patients are regularly asked by staff in the practice if they are interested in joining the SPRG. Patients are also asked if they are interested in joining our SPRG at the point of their registration.

All new members of the SPRG shall receive a welcome letter along with a copy of the minutes of the last meeting and a letter informing them of the possibility of a SPRG email account and a consent form for their email address to be circulated to the other member of the SPRG.

**REACHING AGREEMENT ON THE PRIORITIES TO BE INCLUDED IN OUR SURVEY**

Listening to patients’ views is essential for providing a patient-centred health services. Our practice has designed “Improving the Practice” Questionnaire which systematically gathers the views of patients about the care they have recently received. We aim to run at least two surveys a year unless agreed otherwise. Results from our surveys will be published on our website and within our practice.

The questionnaire asks the following questions and the patients are asked to rate their experience at the practice from 1 (poor) to 5 (excellent).

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Appointments** | N/A | Poor | Fair | Good | Very Good | Excellent |
| 1 - Length of time you had to wait to make an appointment. |  | 1 | 2 | 3 | 4 | 5 |
| 2 - Seeing the Doctor of your choice. |  | 1 | 2 | 3 | 4 | 5 |
| 3 - Opportunity of speaking to a Doctor or Nurse on the telephone when necessary. |  | 1 | 2 | 3 | 4 | 5 |
| 4 - How well do you understand the information given by the doctor/nurse about your condition? |  | 1 | 2 | 3 | 4 | 5 |
| **Prescriptions** | | | | | | |
| 5 – Was your prescription promptly and correctly issued? |  | 1 | 2 | 3 | 4 | 5 |
| **Results** | | | | | | |
| 6 - Were you told when to contact us for your results? |  | 1 | 2 | 3 | 4 | 5 |
| 7 – Level of satisfaction with the amount of information and how this was given to you? |  | 1 | 2 | 3 | 4 | 5 |
| **Staff** | | | | | | |
| 8 - The information provided and helpfulness of the Reception staff. |  | 1 | 2 | 3 | 4 | 5 |
| **General questions about the Practice** |  |  |  |  |  |  |
| 9 - Do you find the information provided in the reception area useful? |  | 1 | 2 | 3 | 4 | 5 |
| 10 - Are you able to find the information you need on our Practice Website? Please go to: ***www.squireslanemedicalpractice.co.uk*** |  | 1 | 2 | 3 | 4 | 5 |

**REVIEW OF SPRG CONSTITUTION**

SPRG Constitution will be reviewed annually unless otherwise agreed.