

## **Patient Reference Group Report - March 2018**

### **Patient Surveys**

We have taken three key themes from all the comments on the GP surveys (National surveys and local) this year. This year we are focussing on the positive and we have pulled out three priority areas that we already address but maybe patients are not aware of. We will publicize the Priority areas below on a banner in Reception in April.

#### **Priority Area 1 - You said the Canal Path should be tarmac.**

We do not own the canal path but did you know that there is another path around the other side of the building that brings you to the front door and is wheelchair friendly and completely paved? We have provided signage to make this way clearer and we have made sure that the bushes are neatly trimmed back away from the path.

We get a lot of feedback in addition to our surveys from the Friends and Family Test which we do every month and also from our texting service which reminds patients about their appointments. All staff are able to view these comments and we act upon particularly negative comments or particularly positive comments.

#### **Priority Area 2 - You said there is too much emphasis on Mental Health and Sexual Health here at the University Health Centre.**

Did you know that we are funded and geared up to provide student health services. There are other local practices that may be better suited to provide services to you if you are not part of our majority population. Our majority student population is 18-24 year olds. The mental health and sexual health services provided here at the health centre are well used and vital to the well-being of the young people at the University of Huddersfield.

#### **Priority Area 3 - You said it was difficult to get an appointment.**

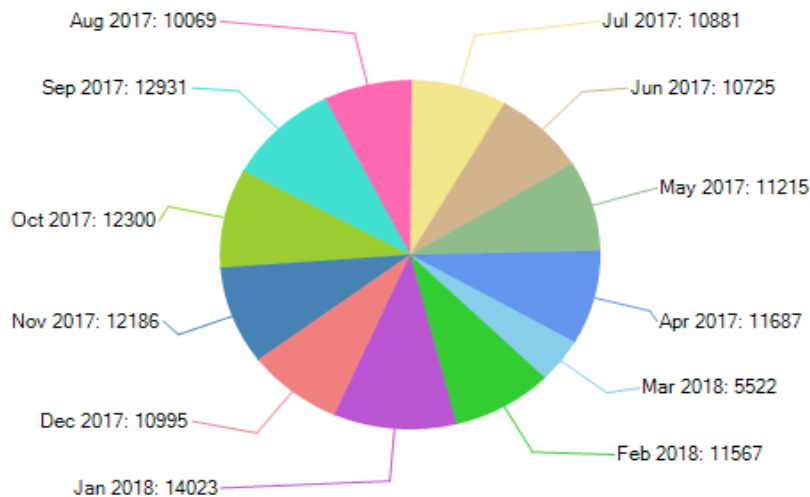
This is a theme that regularly crops up when we do surveys. We are constantly addressing this issue and making changes to try to improve services to our patients. Did you know that all our BOOK ON THE DAY and PREBOOKABLE appointments are now available online? When you register with us we automatically opt you in to book online. Registered patients just need to speak to reception to get their online details. We have also added an extra manned line in the mornings to manage the rush of calls every morning for appointments.

### **Patient Reference Group Members**

This year we did a purge and asked our existing members if they would like to stay on as members. We are aware that most of our members are virtual members (email only) and many do not interact with us at all. We asked members to reply if they wanted to stay as members. We now have 16 Members. We will do another recruitment drive in April 2018 by asking the clinicians if they know of any patients who may be interested and throughout the year during our new patient process.

## Website Usage Statistics

For the last 12 months, unique visits = 134,101.



### Extended Access

We will be opening on Saturday mornings from 31<sup>st</sup> March as part of the Extended Access scheme run by the local GP federation.

### Active Signposting

During the quieter months we may be trialling the Active Signposting Scheme. We have trained all of our Receptionists to signpost patients to various services which do not need referral from the GP. The first of these services will be:

- Community pharmacy
- Thriving Kirklees (0-19years service)
- The Continence Service
- Gateway to Care
- Better in Kirklees
- Ophthalmology
- IAPT (Improving access to psychological services)

This provides the patient with choice rather than triage and will hopefully free up appointments.

### PCOS evening

We ran the 2<sup>nd</sup> of our Polycystic Ovaries Syndrome Evenings in February again this year and it was a huge success. Recipes and ideas were shared and a discussion group is being formed.