

TOPCLIFFE PATIENT REFERENCE GROUP

Thank you for agreeing to help us set up our new Patient Reference Group (PRG)! We plan to have a small group of around ten people (our PRG) with whom we can have a more detailed discussion about new ideas or needs that may have come up, and explore the best way to take things forward. We currently envisage only two or three meetings a year, so it shouldn't be too arduous!

Practices are increasingly being encouraged to engage more closely with their local communities, to seek their views on the services provided and help consider any plans for the future. We hope to improve communication between the practice and patients using various methods including the news letter, the new TV in the waiting room, the practice web site, suggestions box, email and good old fashioned word of mouth! The annual patient questionnaire remains very important and we will need your help in deciding what to ask, and what to do with the results.

There are six steps, determined nationally, which are required of us each year and they are listed briefly below.

1. We need to ensure we have a *representative* group of patients involved in a PRG.
2. With the help of the PRG we need to determine what are the most important priorities from a patient's perspective, the practice's perspective along with any national and Care Quality Commission demands.
3. These key priorities need to be incorporated into our annual patient questionnaire and distributed to an appropriate sample size of our practice population. We can produce, collate and analyze our own proactive survey, or out source this.
4. We need to discuss the findings of this survey with the PRG along with any other relevant information including any themes from complaints or Care Quality Commission feedback if any.
5. We will then agree an action plan for the practice together with the PRG, and if necessary get the agreement of the PCT (Primary Care Trust).
6. The actions we have taken and subsequent achievements (or otherwise!) must be publicized on our website and any other ways which are felt to be appropriate, with a copy sent to the PCT by 31st March each year!