

# Little London Surgery

## Patient Representative Group (PRG) Report

Date of Report – Saturday 23<sup>rd</sup> March 2013

Thank you to all those patients who have volunteered to be part of the PRG. Our fourth meeting took place Saturday 23<sup>rd</sup> March 2013 despite the adverse weather conditions.

The PRG group members should be a broad spectrum of age, gender. We would still like to encourage patients of all ages, patients who are from an ethnic minority and parents of young children. We feel that representatives of these groups would be an ideal addition to the group to represent all our patients.

The practice has been promoting PRG for the last two years via the surgery website [www.littlelondonsurgery.co.uk](http://www.littlelondonsurgery.co.uk), posters and leaflets around the surgery.

Patients have also been encouraged to complete a patient survey the results of which have been advertised on our website and at the surgery.

The results of the survey were discussed at the PRG meeting Saturday 23<sup>rd</sup> March 2013 and it was agreed that the following action would be a priority:

- Improve telephone access to the practice

The practice has agreed to introduce a new telephone system and we have contacted our telephone supplier who has demonstrated different systems using additional programmes that could benefit all our patients when telephoning us. The practice is in the process of upgrading the system and considering which programmes we should use and what benefits they will have for patients and staff. The changes will take place early May 2013 and we will let patients know via our website and posters in the practice.

We would like to remind our patients of the surgery's opening times and our extended hours on a Tuesday.

Monday 08:00 – 12:00 and 15:50 – 18:00

Tuesday 08:00 – 12:00 and 15:50 – 18:00

Wednesday 08:00 – 18:00

Thursday 08:00 – 12:00 & 15:50 – 18:00

Friday 08:00 – 12:00 and 15:50 – 18:00

Telephone Lines open Monday – Friday 08:00 – 13:00 and 16:00 – 18:00 in the evenings

Extended opening hours :

Tuesdays 18:30 – 20:00

To see GP & Nurse

Patients who can spare some time to be involved in the PRG please contact Gayna Tapper email address [gayna.tapper@walsall.nhs.uk](mailto:gayna.tapper@walsall.nhs.uk) or Sue Millward email address [sue.millward@walsall.nhs.uk](mailto:sue.millward@walsall.nhs.uk) our PRG Co-ordinators or by contacting the surgery on 01922 628280/622898