



**PARK SURGERY  
PATIENT  
PARTICIPATION  
REPORT**

March 2012

## PRACTICE PROFILE

The practice currently has a patient list size of 15050 patients with the following profile:

Gender profile	
Male	49.4%
Female	50.6%

Age profile	
Under 15	17.8%
15-44	35.5%
45-64	26.7%
65-74	10.8%
75-84	6.1%
85 and over	3.1%

Ethnicity profile	From Practice information
White British	98%
Mixed	0.7%
Afro-Caribbean	0.1%
Chinese	0.4%
Asian	0.4%
Other	0.2%

## SETTING UP THE VIRTUAL PATIENT REFERENCE GROUP

Initially posters were put up in the waiting rooms at both surgeries, and we put a notice on the website inviting patients to join the virtual patient group. This got very little response, and the interest we did receive was all from the older age groups.

In order to try to recruit some younger people we targeted clinics aimed at this age group, leaving forms and a post box in the upstairs waiting room for the young persons walk in clinic, with clinicians asking patients if they would be willing to join. We also put some leaflets out at the Poppy Centre where young mums go to baby clinics. This got us a better spread of ages.

We are aware that there are many patients who don't come in to the surgery on a regular basis. In order to get the message out to some of these people we put letters inviting people to join the group in with outgoing letters to patients with long term conditions.

There are currently 22 members of this virtual group, with the following breakdown:

Gender profile	
Male	55%
Female	45%

<b>Age profile</b>		<b>Ethnicity profile</b>	
Under 15	0%	White British	95%
15-44	27%	Mixed	5%
45-64	41%	Afro-Caribbean	0%
65-74	23%	Other	0%
75-84	9%	Not stated	0%
85 and over	0%		

We are continuing with our efforts to recruit patients to the group and hope that by being involved in the virtual group some patients may wish to go on to have face to face meetings with each other and practice representatives.

## **PREPARING THE PRACTICE SURVEY**

At our practice complaints meeting in February we looked at complaint trends and identified the appointment system, clinical care and staff attitude as areas to concentrate on. As these areas are all covered in the GPAQ version 3 survey, we sent this out to the PRG and asked if they had any further suggestions for areas that they thought should be covered. The feed back from the group was that they thought this was a good survey, but it was suggested we add in questions about how easy it is to get to the surgery, how easy it is to get around the surgery, and the surgery environment. These were added and the survey started on 12<sup>th</sup> March 2012.

## **METHODOLOGY AND RESULTS**

The survey was run for 10 days in March 2012. Surveys were given to all patients coming into the surgery and were available online. Posters advertising the survey were displayed in the Practice.

Over 400 surveys have now been completed. The results of the survey were collated and circulated to the virtual PRG and Practice staff for comments and suggestions and our action plan is based on these comments. A summary of the results and action plan is published on the website as well as printed out and placed around the practice.

## **PRACTICE OPENING TIMES**

### **Park Surgery**

**Monday—Friday 08:00—18:30**

The practice is also open from 18:30—20:00 Monday to Wednesday for booked appointments with Doctors, Nurses, Healthcare Assistants, Physiotherapists and Consultants

### **Broomfield Surgery**

**Monday—Friday 08:30—13:00 and 14:30—17:30**

The Practice can be contacted by phone Monday—Friday 08:00—18:30.

Park Surgery      Tel: 01227 742200      Fax 01227 742277

Broomfield Surgery Tel: 01227 749662      Fax 01227 370638

Email      pm.parksurgery@nhs.net

Website      www.parksurgery.net

When Broomfield Surgery is closed phones are automatically redirected to Park Surgery

**If you are interested in joining our virtual Patient Participation Group please email your details to:**

**pm.parksurgery@nhs.net**

**We value your support and contribution to service improvements.**