

**OVER WYRE MEDICAL CENTRE**  
**PATIENT PARTICIPATION REPORT**

Practice Population Profile			
<b>Show how the practice demonstrates that the Patient Forum is representative by providing information on the practice profile</b>			
Age	As below	Sex	As below
Other			
<p><b>Gender and age</b></p> <p><b>-5593 females:</b></p> <p>-413 under 09 years            -456 10-19 years            -454 20-29 years            -443 30-39 years            -669 40-49 years            -797 50-59 years            -991 60-69 years            -823 70-79 years            -436 80-89 years            -105 90-99 years</p> <p><b>5443 males:</b></p> <p>-447 under 09 years            -525 10-19 years            -479 20-29 years            -462 30-39 years            -692 40-49 years            -774 50-59 years            -935 60-69 years            -755 70-79 years            -329 80-89 years            -44 90-99 years</p>			
Patient Forum Profile			
Describe how the practice demonstrated that the Patient Forum is being representative by providing information on the Patient Forum profile.			
Age	As below	Sex	As below
Other			
<p><b>Gender and age</b></p> <p><b>-16 females:</b></p> <p>-0 under 09 years            -0 10-19 years            -0 20-29 years            -1 30-39 years            -0 40-49 years</p>			

-2 50-59 years  
-4 60-69 years  
-9 70-79 years  
-0 80-89 years  
-0 90-99 years

**8 males:**

-0 under 09 years  
-0 10-19 years  
-0 20-29 years  
-0 30-39 years  
-0 40-49 years  
-2 50-59 years  
-3 60-69 years  
-1 70-79 years  
-1 80-89 years  
-1 90-99 years

**Differences between the practice population and members of the Patient Forum**

Please describe variations between the group and what efforts the practice has made to reach any groups not represented

Most Group members are over 50 years old and this is not particularly surprising as 54.27% of the practice population are over 50 years of age. This trend is representative of the practice population as a whole. Over Wyre Medical Centre is a semi-rural practice with an elderly patient population with a vast majority demographic of White British patients who are retired. This is the majority demographic determined by the location where Knott End and surrounding areas are considered a desirable location to retire to. However, Over Wyre Medical Centre has made efforts to reach the under 50 age group by advertising on its website and calling for membership via the local Over Wyre Focus (Green Book) publication. The Practice will continue in its endeavour to reach any groups not represented,

**Validate the survey and action plan through the local patient participation report**

**Survey**

Please describe how the priorities were agreed and set

At our meeting on Wednesday 5<sup>th</sup> September 2012 all Forum members were invited to constructively brainstorm areas to improve the service provided and this stimulated some excellent points of discussion which included:

- Patient surgery facilities
- Standards of care
- Access
- Reception / administration issues

- Appointment system
- Telephone system
- Extended Hours

The salient points from this brainstorming session were included in the Action Points and were integral to our Survey.

Describe how the questions were drawn up

The Over Wyre Medical Centre created its Patient Survey questions through patient involvement and decision making, using a formal framework and specific milestones.

Key aspects were to canvass patient views via our Patient Forum, and use these views to decide on questions to be used within our Practice Survey. All questions were agreed with the Forum members and it was also agreed to consult with the patient group prior to the publication of the survey results on the practice website.

How was the survey conducted?

This Survey was produced by Over Wyre Medical Centre following consultation with the newly formed Patient Forum. Every effort was made to maintain neutrality in the Survey. All information supplied was treated responsibly and anonymity preserved. No restricted or sensitive information was exposed in the analysis.

It was considered that a web-based survey would not reach those patients without computers and it was decided that the survey would be a minimum of once per year.

The Practice Survey was therefore paper based with surveys handed out by Practice Staff at the reception desk. The survey was advertised via the website and announced to the practice population via the local Over Wyre Focus (Green Book) publication. All patients entering the surgery were asked to participate in providing answers, comments and suggestions within the context of the Patient Survey.

What were the survey results?

The survey was analysed internally and the Patient Forum was provided with the survey results as the basis for a discussion meeting, where both the practice priorities from the survey were presented, and the priorities identified by the Patient Forum were discussed. The survey results were posted via the website and announced to the practice population via the local Over Wyre Focus (Green Book) publication.

At our December meeting we went through each question of the Practice Survey and highlighted the statistical data which had been gathered and encouraged open discussion from the Patient Forum. The statistical data included answers, graphs and comments and were added as an Annex to the minutes and copies were given to the Patient Forum members for their retention.

The main focus of the results tended to centre around:

- Appointment system
- Telephone system
- Access
- Reception / administration issues
- Extended Hours

The results of the Patient Survey stimulated lively and constructive conversation and there was a real feeling of a closer connection with the patient floor. It was also agreed with the Forum members that a link to the newly created Patient Feedback Form should be placed on the Practice Website.

### **Action Plan**

How did you agree the priorities and proposals arising from the survey results and agreed the action plan with the PRG?

As a direct result of the findings of the Patient Survey and consultation with the Patient Forum, several new initiatives were agreed. Over Wyre Medical Centre proposed that the Practice would look to secure the services of an additional GP with a view to easing pressure on appointments and that the Practice would investigate the feasibility of implementing Extended Surgery Hours which would provide a more flexible appointment system and assist working families. The Practice also canvassed the opinion of the group and sought agreement for Over Wyre Medical Centre to implement a trial of a new appointment system commencing in January 2013. The Practice proposed that the Appointment book be opened up to 6 weeks ahead and advised the Group that the Practice had conducted research of a report carried out by a Medical Management Consultancy Firm and that all the data suggested an improvement to appointment and telephone pressure. Finally the Practice proposed that an engineer look at our telephone lines with a view to either going digital or getting extra lines which would allow for a better Call Queuing system. The Practice asked the Patient Forum for their thoughts on the proposals with a view to reaching agreement with a change in provision and how services are delivered. Initial feedback from the Forum members was positive and they agreed in principal for all the changes to take place as they were a direct response to the wishes of the patient population who took part in the Survey and the initial improvement thoughts as voiced by the Patient Forum.

Over Wyre Medical Centre invited all Forum members to agree an Action Plan setting out the priorities and proposals arising out of the Practice Survey. This action plan was agreed with the Forum members and the change in provision was endorsed by the Group members. The Patient Forum agreed to implement changes which had been raised through the Survey. The Forum members also suggested that details of this new strategy and trial of the

appointment system should be placed in the Green Book for wider dissemination and this was agreed with the doctors and staff. Furthermore, the Patient Forum proposed that a link to the website which promulgates the previous years QoF results should also be placed in the Green Book. Again, this was agreed with the Practice staff.

What did you disagree about?

There was no disagreement as such between the Group members and over Wyre Medical Centre. However, it was noted that initial feedback from the Forum members was that they felt DNA rates may rise when we open up the appointment book to 6 weeks and they suggested that a message should be placed in the Green Book reminding patients to honour appointment bookings.

Are there any contractual considerations to the agreed actions?

The main contractual consideration to the agreed actions was to gain PCT approval for Over Wyre Medical Centre to participate in the Interim DES to provide a minimum service specification for Extended Opening Hours.

Core hours for Over Wyre Medical Centre are defined as 08.00 to 18.30 hours, Monday to Friday.

It is confirmed that Over Wyre Medical Centre has now gained Extended Opening hour's approval defined as additional healthcare professional sessions that take place outside General Practice core hours and will include early mornings before 08.00, week day evenings after 18.30.

The practice agrees with the principle that, extended opening hours are an extension of core hours nGMS services and will be subject to the same expectations with regard to quality of service and standards of practice within GMS, PMS, and APMS contracts.

Please attach a copy of the agreed action plan

Agreed action plan attached.

### **Local patient participation report**

Please describe how the report will be publicised and how the practice intends to update it on subsequent achievements.

The Local patient participation report is posted via the website and announced to the practice population via the local Over Wyre Focus (Green Book) publication. The practice intends to update the practice population on subsequent achievements by the same method of publication.

### **Opening Times**

Confirm opening times and out of hours arrangements included within the report

Our main surgery at Wilkinson Way, Preesall is currently undertaking Extended Hours open Monday's from 7.30am until 7.30pm; and remaining week-days from 0730am until 6.30pm. Surgeries are available mornings, afternoons and early evenings. Hambleton branch surgery is open each weekday morning; the opening hours are varied, but core time is 9.00 to 10.00am. Appointments for both surgeries can be made by telephoning 810722.