

INFORMATION TEMPLATE

Local Patient Participation Report

Contents of this template will form the basis of information required for publication on the practice website by 31st March of each year 2013. The completed template should be submitted to the PCT to satisfy requirements for annual reporting. If the practice has not completed all steps, it must still report any progress made to quality for payment.

1. Validate that the patient group is representative

Practice Population Profile: 4513								
Show how the practice demonstrates that the PRG is representative by providing information on the practice profile.								
Age	Sex		Ethnicity Both sexes					
	Male	Female	White	Black	Asian	Mixed Race (all)	Chinese	Unknown or Refused
Under 18	621	589	612	362	155	68	4	5
18-24	245	241	320	96	43	21	4	2
25-34	315	373	426	142	89	21	7	3
35-44	323	336	351	189	97	10	8	4
45-54	316	322	407	160	54	7	73	3
55-64	204	188	311	51	26	1	2	1
65-74	120	124	214	12	17	1	02	0
75-84	64	91	138	10	1	10	3	0
85-90	8	22	28	1	0	0	1	0
90+	3	8	10	0	1	0	0	0

PRG practice population

Our Practice has 108 names although they do not all respond. There are a couple of changes due to patient moving out of area etc.

Age	Sex		Ethnicity Both sexes					
	Male	Female	White	Black	Asian	Mixed Race (all)	Chinese	Unknown or Refused
Under 18	2	2	3			1		
18-24	13	11	12	4	8			
25-34	6	12	3	9	6			
35-44	14	11	14	7	4			
45-54	4	11	4	4	5		2	
55-64	5	8	10	2	1			
65-74	3	5	8					
75-84		1	1					
85-90								
90+								

Describe variations between the practice profile and the PRG group and the efforts the practice has made to reach any groups not represented.

The survey was once again sent to all of the people who have signed up to the PRG but with very little response, this included patients who had signed this year.

The figures were recorded on an excel sheet as they were collected and it was obvious that some more effort needed to be made to encourage a response from the minority groups. The clinical staff were encouraged to engage with minority groups to endorse what the practice staff were promoting.

As a practice we feel that our PRG group is representative we have tried very hard to make it so. The older ethnic minorities may not be represented because of their language skills.

Process used to increase membership to the PRG group

Posters were placed in the waiting room at the entrance and at reception. The notice board had an invitation written on it signed by the doctor. The Jayex board had a message added to it. Invitations were placed on the NHS Choices Website, for the period preceding our new Web site. A search was made on all patients for whom we have an e-mail address recorded in their records and an invitation was sent to two groups of patients with a surname beginning with A and beginning with B this is approximately fifty patients. The first group A yielded one response and the second group yield no response it was therefore decided not to continue. The non members who were e-mailed had an invitation attached as well as our practice News letter which was posted in the reception area and on NHS Choices. All patients in the two groups (A+B) mentioned above were also sent an invitation.

They were given the option to become a virtual member (using e-mail) or to be telephoned.

2. Validate the survey and action plan through the local patient participation report

Survey

Describe how the priorities were set:

As a practice questions were drawn up from comments and queries we have had from patients and suggestions by members of the PRG made suggestions. The Practice Manager suggested question 4 to get a perspective of how patients felt regarding Urgent Care appointments as proposed by the CCG cluster.

Describe how the questions were drawn up:

The PRG responders were then sent the survey questions to get their opinion. During this period there were two queries one regarding Q4 (PM suggestion) and one regarding uniform (PRG member question) explanations were sent. The questions were then agreed unanimously. The final survey was sent to the PRG members for approval and the questions were approved.

It was felt that we could go ahead as the group were happy with the questions.

How was the survey conducted?

The survey was sent by e-mail to all patients for who we had an e-mail address as described above in process for PRG recruitment.

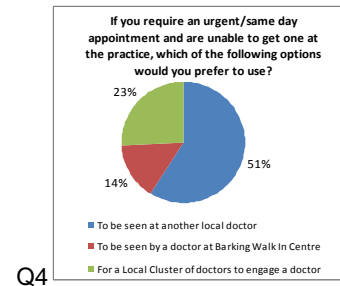
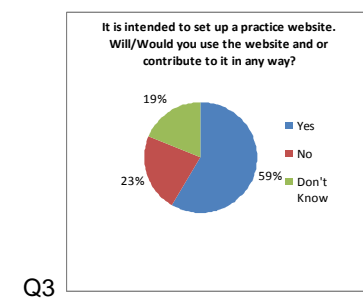
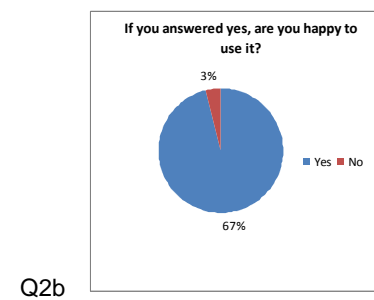
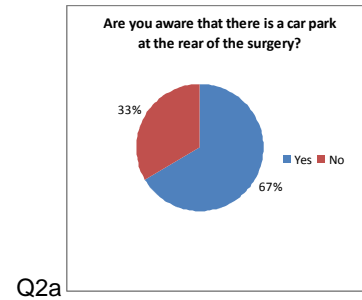
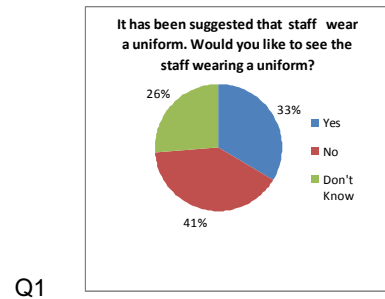
We have improved our reporting from the older ethnic minorities. An example of this is one family member from the Indian community encouraging her children and helping her elderly parents to submit a survey.

All of the staff were asked to request patient's to fill the survey.

There were no specific times it was done all through the day.

The survey was offered to all patients who came the surgery for any reason this was done by all reception staff and clinical staff. Clinical staff were asked to especially target the groups for whom we felt we did not have enough responses when collating the results. This proved a good exercise.

What were the survey results?



Action plan

How was the action plan agreed with the PRG?

Action Plan was discussed amongst staff and sent to all of the PRG Group a template was sent to the PRG Group who agreed that it was fine

Any areas of disagreement

None reported

Are there any contractual considerations to the agreed actions?

No

**Local patient participation report:
Where was the report published?**

Describe how the results of your survey were advertised and circulated.

Survey has been posted on our new web site and will be circulated to patients attending and sent to PRG group

Include a copy of your full practice report

Opening times:

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

Opening Times	AM	PM
Monday	8:15-1:00	2:00 – 6:00
Tuesday	8:15-1:00	2:00 – 6:00> 7:30
Wednesday	8:15-1:00	2:00 – 6:00
Thursday	8:15-1:00	Closed
Friday	8:15-1:00	2:00 – 6:00
Out of Hours	PELC	11197

Name of Practice : Parkview Medical Centre

F: Code F82679

Lead GP Dr Dinesh Shah

Signature: Iris Weedon

Date: 19th March 2013