

Patient Participation Report 2012/13

Stage One								
1								
Practice Population:		8004						
				Sex:	Male	3823	Female	4181
Age:		Under 16's	1622					
		17 - 25	1045	36 - 45	1033	56 - 65	837	
		26 - 35	953	46 - 55	1021	66 +	1362	
Ethnicity:				Caribbean	112	<i>other:</i>		
British, Mixed British) 5667		African	165	<i>other:</i>		
English)		Mixed Black		<i>other:</i>		
Scottish)		Chinese	26	<i>other:</i>		
Welsh)		Japanese		<i>other:</i>		
Indian, British Indian		52		<i>other:</i>		<i>other: Not known</i>		1982
<p>Are there any specific Minority Groups within the Practice Population?</p> <p>The practice population is still predominately white or mixed British and the mix/percentages have changed very little in the last 12 months.</p>								

Validating that the patient group is representative of the practices population base. Payment Component 1

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Patient Representative Group Profile (PRG):						
			Sex:	Male		Female
Age:	Under 16's	0				
	17 - 25	4	36 - 45	8	56 - 65	10
	26 - 35	2	46 - 55	10	66 +	23
Ethnicity:		Caribbean	5	other:		
British, Mixed British)	African		other:		
English) 47	Mixed Black		other:		
Scottish)	Chinese	1	other:		
Welsh)	Japanese		other:		
Indian, British Indian	2	Other	2	other:		

What steps has the practice taken to recruit patients and to sure it is representative of the practice profile?

At a meeting with the PPG it was decided to print some postcard sized cards with details of the PPG. These were obtained and are available from our reception desk. We have also set up Face book and Twitter pages that are linked to our website in an effort to try and attract younger members to the group.

Validating that the patient group is representative of the practices population base. **Payment Component 1**

3

Compare the PRG with your practice profile and describe the differences between the practice population and membership of the PRG?

We have 57 listed members (35 female and 22 male) of the PPG. The age group is quite heavily weighted to the 40 and over age group and the percentage of female to male is approximately 13 percent higher compared to 5 percent on the whole practice population. There is a mix of members within the group. We have carers, patients with mental health problems, chronic disease and learning difficulties.

The group is predominantly White/Mixed British at 82%.

Validating that the patient group is representative of the practices population base. Payment Component 1

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Please explain any differences in section 3 above and the efforts of the practice to communicate with groups not represented? (this is required even if the practice has chosen to use a pre-existing PRG)

The staff has invited patients to join the PPG when they have attended for appointments. We have tried to encourage the younger element of our practice population to join by speaking to them when attending baby clinics. Also we have tried to engage them with our web site having the link to Face book and Twitter.

*Validating that the patient group is representative of the practices population base. **Payment Component 1***

Stage Two

Agreeing Priorities

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How has the practice sought the PRGs views of priority areas?

At PPG Meeting

With a questionnaire

From suggesting/comments box that is on our reception desk

Member's of PPG asking questions while patients were waiting in the waiting room

*Validate through the local patient participation report. **Payment Component 2***

6

Please describe how the priorities for the survey were selected - do these reflect those set out by the PRG?

The priorities were subjects that had been raised and discussed at the PPG meetings. The following reflected the main areas of concern :

- 1. Appointments**
- 2. DNA's**
- 3. Telephone Access**
- 4. Attitude of staff**

*Validate through the local patient participation report. **Payment Component 2***

Stage Three

Survey

7

How has the practice determined the questions used in the survey?

This was discussed at a partners practice meeting and it was felt that the we would use the same questionnaire as last year as the issued raised were very similar and we would able to make a comparison.

The questionnaire covered a wide range of topics consisting of 28 questions with clear categories for grading.

Validate the survey through the local patient participation report. Payment Component 3

8

How have the priority areas been reflected in the questions?

1. Appointments
2. Repeat Prescription
3. Obtaining Test Results
4. About Staff
5. Telephone

Validate the survey through the local patient participation report. **Payment Component 3**

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Describe the Survey - How and when was the survey Conducted?

The surgery was conducted in January 2013, The questionnaires were handed out by the reception staff and it was also accessible on line.

Validate the survey through the local patient participation report. **Payment Component 3**

10

What methods practice has used to enable patients to take part?

We printed out questionnaire and they were handed out by reception staff. They survey was also on our web site for patients to complete on line.

Validate the survey through the local patient participation report. **Payment Component 3**

Stage Three continued

Survey

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How has the practice collated the results?

The results were collated and analysed by a member of staff

*Validate the survey through the local patient participation report. **Payment Component 3***

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How were the findings fed back to the PRG?

They were fed back to the group ant a meeting and the members that were unable to attend were sent copies in the post or by email. They them fed back comments/suggestion at the next PPG meeting.

*Validate the survey through the local patient participation report. **Payment Component 3***

Stage Four

Results

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Please describe survey results:

17% that responded to the survey were male and 83% female.

Age Range

17 to 24 – 3%

25 to 34 – 3%

35 to 44 – 17%

45 to 54 – 23%

55 to 64 – 10%

65 plus – 44%

Overall satisfaction with the practice was 53% in the good to excellent categories

Waiting times for appointments was the questions that received the most negative response

Validate the survey and findings through the local patient participation report. Payment Component 4

14

Explain how the PRG was given opportunity to comment?

The results were discussed at the PPG meeting on 08.03.13. Minutes of the meeting were sent to members that were unable to attend for their comments.

Validate the survey and findings through the local patient participation report. Payment Component 4

15

What agreement was reached with the PRG of changes in provision of how service is delivered?

1. To try to recruit more doctors
2. To have more appointments available
3. Late appointments for people that work

Validate the survey and findings through the local patient participation report. Payment Component 4

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Were there any significant changes not agreed by the PRG that need agreement with the PCT?

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*Validate the survey and findings through the local patient participation report. **Payment Component 4***

Stage Four continued	
Results	
17	
Are there any Contractual considerations that should be discussed with the PCT?	

*Validate the survey and findings through the local patient participation report. **Payment Component 4***

Stage Five	
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Action Plan

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How did you consult with the PRG about the action plan?

At a meeting and by email/letter.

*Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5***

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Please give a brief summary of priorities and proposals agreed with the PRG arising out of the practice survey:

Practice survey highlighted

- 1. Shortage of appointments and dislike of new appointment system**
- 2. Attitude of staff**
- 3. Lack of early/late appointments**

Proposal agreed with PPG :

- 1. To try to recruit more doctors to enable us to offer more appointments which would address the problems with the new appointment system?**
- 2. Speak to reception staff with a view to attending customer service training**
- 3. Nurse to offer later evening appointments for smears/asthma reviews (Pilot project has proved very successful with far fewer DNA'S)**

*Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5***

20

Were there any issues that could not be addressed? - if so please explain

Members of the PPG set a meeting with the local councilor and local medical committee to support in recruitment of more GP's in this area.

*Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5***

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Has the PRG agree implementation of changes and has the PCT been informed (where necessary)

PPG has agreed and not action required by PCT

*Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5***

Stage Six

Review of actions from 2011/12

22**Detail information on actions taken and subsequent achievement from Year One and directly link these to feedback from patients**

We were asked to provide more emergency drop in appointments. We have done this with by providing clinics every morning and all day on Friday. They have been very successful and patients really like them.

We were asked to provide more information for patients. We have now got a practice newsletter, a new notice board in the waiting room.

We were asked for more telephone appointments. We have tried to use more telephone triage but patients felt that they were being short changed and would rather be seen face to face.

We were asked to do something about the shortage of appointments. We change out appointment system to having no pre bookable appointment in the morning. We did this so that the DNA rate would fall. We still have a shortage of appointments are looking to recruit more GP's.

23**Explain whether there was any disagreement with the PRG on any of the actions in the action plan – this must be publicly highlighted with the practice's rationale for deviating from the suggested plan**

When we explained to the PPG the problems we are experiencing in recruiting new GP's to the practice they were very supportive and has initiated a meeting with the local councilor to feed back to our MP for help.

24**Publication of Report****Please describe how this report has been publicized/circulated to your patients and the PRG**

Copies have been send via email and post to PPG members and posted on our website

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Additional Information

Opening Times

Confirm Practice opening hours - explain how patients can access services during core hours?

Monday	08.00 – 18.30
Tuesday	07.00 – 18.30
Wednesday	07.00 - 18.30
Thursday	07.00 – 13.30
Friday	07.00 – 18.30

Services can be accessed in person, and on the telephone. Appointments and repeat prescription requests are also available on line and via the website.

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Where the practice offers extended opening hours please confirm the times that patients can see individual health care professionals?

We offer GP, Practice Nurse and Assistant Practitioner appointments during extended hours

