

Castlehead Medical Centre Year End 2014 Report For PPG

Practice Profile

Total Registered Patients 6327

Breakdown into male/ female

Female Patients 3225
Male Patients 3102

Profile of above Patients is:-

Under 16	15%
17-24	7%
25-34	11%
35-44	10%
45-54	15%
55-64	14%
65-84	24%
Over 84	4%

Ethnicity

White British	40%
White and Black Caribbean	0.14%
Mixed White and Asian	2.6%
Asian or Asian British	0.9%
African	0.16%
Chinese	0.17%
Any other (inc not stated)	56.03%

PPG Profile

9 Members of which 7 are female and 2 are male and the age range is from 50 -86

Practice Opening Hours

Monday Wednesday Thursday Friday 08.30 – 18.30 hours

Tuesday 08.30 – 20.00 hours (evening appointments are available with a GP or a Nurse)

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The PPG discussed confidentiality and as a group it was agreed that the member's names would not be published on the website

The patient survey was discussed at great length and all members had input into the questions and format for delivery. We agreed to make the survey available on line and in the surgery, giving patients a clip board and pen to complete the survey whilst waiting in the waiting room. We also decided it would be a good idea to deliver the survey to patient in care and residential homes. The survey has been processed and we are awaiting the analysis of the results which we intend to publish within the next two weeks. We have made the survey available in large print for those who may require it and also have in place procedures to produce the survey in other languages

The new booking system was a topic of discussion and the general consensus being that the system has been well accepted with a few patients preferring the personal approach of the GP calling the patient from the waiting room. One GP still does this

After careful discussion with the partners and staff the decision to remove the radio from the waiting room as requested via PPG group was overridden as it provided a means of extra confidentiality in the reception area

Assurance was given to the group that the patient list was open and would remain open

All members were briefed about CQC and the role that PPG members would play during a CQC visit. Members were happy to support the practice if available

The group was reassured that all under 5 year olds would always be seen on the day if an appointment was needed

Several attempts to recruit new members have been made and discussed. We decided to hold an open evening and advertised it in the local newspaper. The open evening was held on the 19th March 2014. We successfully recruited 2 new members to the PPG

Our Plan will be looking at ways we can recruit younger members to the group and target that age group in the coming months. Improve self-help information for patients and improve patient services for local residents

From the PPG we had been alerted to some inadequate and gaps in the service provision for service users. On the 26th June 2014 we will have a representative from the Cumbria Clinical Commissioning to see if any of these areas can be addressed