

ROMAN ROAD HEALTH CENTRE

Local Patient Participation Report MARCH 2014

A – Description of the Profile of the PRG members

Age								
Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
	2	7	4	5	10	2		1

Gender	No.
Male	6
Female	25

Ethnicity											
White British	Irish	Mix Caribbean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Caribbean	African	Chinese	Other
30		1									

Specific care groups e.g. nursing homes, care homes, learning disabilities, drug users, carers

Specific Care Group	No. of Patients

B – Steps taken to ensure that the PRG is representative of its registered patients and where a category of patients is not represented the steps taken in an attempt to engage that category.

All patients of the practice are targeted as being part of the Patient Reference Group if they so wish. Patients that are considered as a category that is not represented ie) reside in care/nursing homes are targeted specifically via notices/letters/email inviting them to take part if they so wish.

C – Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey:

The “virtual PRG” was asked via email to consider options to include in the local practice survey and given an example to base this on as had been used in subsequent years. The priorities included in the local patient survey were identified as those similar to last year, but with the addition of a couple of extra priorities which were:

- How often do you use the Practice
- How satisfied are you with booking appointments

D – The manner in which the practice sought to obtain the views of its registered patients.

The Practice sought to obtain the views of its registered patients via the following:

- Emailing the “virtual PRG” and asking for their views and to complete the local patient survey
- Asking patients visiting the surgery for their views and to complete the local patient survey
- Advertising in reception for patients to give their views and take part in the local patient survey
- Advertising on the Practice Website for patients to give their views and take part in the local patient survey
- Asking patients at their appointment if they wish to give their views and take part in the local patient survey

Patient Participation
Survey email to pts V

E – Details of the steps taken to provide an opportunity for the PRG to discuss the contents of the action plan.

The Practice provided the opportunity for the “virtual PRG” to discuss the contents of the action plan via email. A copy of the email is attached.

PPG Action Plan
2014.docx

F – Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate, reasons why any such findings or proposals should not be implemented.

The action plan setting out how the findings or proposals arising out of the local practice survey can be implemented if appropriate are:

Action Plan Agreed
by PRG March 2014.

Reasons why at this moment in time they cannot be implemented are:

- Future discussion will need to take place in more detail eg) Re-provision/commissioning of Treatment Room Services
- Discussion at the East Group Locality
- Discussion brought from the East Group Locality Meeting to Blackburn with Darwen CCG and NHS England may be consider appropriate

G – A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey.

Please see attached summary of the findings arising out of the Local Practice Survey:

Patient_Survey_Res Patient_Survey_Res
ults_2014.docx ults_2014_2.docx

H – Details of the action which the Practice intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey and where it has participated in the DES for a year has taken on issues and priorities as set out in the Local Patient Participation Report.

Actions are as follows:

- The Practice has created its own website: www.romanroadhealthcentre.co.uk
- The Practice has implemented **EMIS ACCESS** for both ordering repeat prescriptions and for booking, cancelling and re-scheduling appointments on line.
- The Practice has released “**embargoed**” **appointments** to try and benefit people working or dropping off/collecting children from school.

I - Opening hours of the Practice premises and the method of obtaining access to services throughout the core hours.

- Monday 08:30 – 18:30
- Tuesday 08.30 – 18:30
- Wednesday 08:30 – 13:00
- Thursday 08:30 – 18:30
- Friday 08:30 – 18:30

The method of accessing services throughout core hours is via –

- Personal contact at the Health Centre presenting in person
- Telephone
- Fax
- Email
- EMIS Access online
- Website

J - If the practice has entered into arrangements to provide extended hours access please provide the times at which individual healthcare professionals are accessible to registered patients.

- The Practice has not entered into arrangements to provide extended hours.