

Patient Participation Report 2012/13

Stage One							
1							
Practice Population:		4871					
		Sex:	Male	2466	Female	2405	
Age:		Under 16's	953				
		17 - 25	36 - 45	692	56 - 65	621	
		26 - 35	46 - 55	752	66 +	859	
Ethnicity:		Caribbean	7	Not Specified		646	
British, Mixed British		African	3	White other		66	
English		Mixed Black	3	Mixed other		29	
Scottish		Chinese	6	Asian		16	
Irish		Greek	1	European		1	
Indian, British Indian		Turkish	1	Pakistani		1	
<p>Are there any specific Minority Groups within the Practice Population?</p> <p>Please see above.</p>							

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

2						
Patient Representative Group Profile (PRG):						

			Sex:	Male	5	Female	4
Age:	Under 16's						
	17 - 25		36 - 45	1	56 - 65	4	
	26 - 35		46 - 55		66 +	4	
Ethnicity:		Caribbean		<i>other:</i>			
British, Mixed British	9	African		<i>other:</i>			
English		Mixed Black		<i>other:</i>			
Scottish		Chinese		<i>other:</i>			
Welsh		Japanese		<i>other:</i>			
Indian, British Indian		<i>other:</i>		<i>other:</i>			
<p>What steps has the practice taken to recruit patients and to sure it is representative of the practice profile?</p> <p>We've advertised in the waiting room on the PRG notice board.</p> <p>On occasions that the PRG are in reception other patients are approached on a 1 to 1 basis.</p>							

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?

Bearing in mind the collated statistics, this demonstrates both a working and aging population within the village. Many of which are retired or working outside the village.

As we are a commuter village, it would be fair to assume that the working patterns may not be conducive to the times of our meetings, although we they are mainly after the surgery as closed.

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)

We will continue to aim to make it more attractive to the patients who may not have initially been interested.

We aim to target the younger patient population to get a good cross section of opinion and needs. We plan to approach 20 - 30 year olds At present we have no representation from any ethnic groups. We intend to renew our efforts to recruit new members particularly from ethnic groups. Our aim is to approach individuals where appropriate on a one to one basis.

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?

Any emails received from the PCT or CCG requiring views and feedback are forwarded the Chair Person of the PRG and she then disseminates these to all other members of the PRG.

The PRG notice board is in reception for all patients to view regardless of membership or not.

The PRG also produce a quarterly newsletter with any updates in. These are left in the reception of the Surgery, posted out to random patients and put in various other places around the village that patients may visit.

This has been achieved by regular meetings, keeping the lines of communications open via email and telephone calls.

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 decided upon at one of the PRG meetings. The PRG decided to choose the same priorities as the last survey in order to be able to compare results to see if improvements had been made.

These were: Ease of Access to Doctor or Nurse, Repeat Prescriptions, Test Results and Reception Staff.

Validate through the local patient participation report. Payment Component 2

Stage Three

Survey

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

The questions were determined by the PRG themselves. This was done after comparisons were made to previous surveys both in our Practice and those of other Practices.

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

8

How have the priority areas been reflected in the questions?

In the questionnaire the selected priority areas have been broke down into 5 sections with questions being directed to that specific priority. This is so true reflection of each priority can be established.

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

9

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

The survey was conducted over a 3 week period.

This was handed out in person by the PRG, Doctors, Clinical Staff and Receptionists.

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

10

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

Various staff members handed survey out during Surgery hours.

Also the PRG came into surgery at various times during the day on a rota basis for one week of the survey. They handed the survey out in person and assisted patients in completing them.

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 Chairperson of the PRG and other members collected the completed surveys and prepared a spreadsheet of results in percentages.

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?

These were presented to the PRG in full at the following meeting.

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

Stage Four

Results

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Please describe survey results:

204 surveys were completed and returned.

PRG members were very pleased with the results, which showed 93.6% of those completing the survey thought the service of the

surgery was good or very good. Vast majority of the comments made were positive.

Overall satisfaction with the Surgery was either Very Good or Good with only a small number Poor or Fair.

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 PRG discussed the survey results at a full meeting in February 2013.

There was a general discussion on the results and the comments made. It was agreed that a leaflet should be produced passing on the results to patients. It should also include responses to the few negative comments in order that it can be seen that their comments have been considered.

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?

The specific areas targeted were all found to be satisfactory, however areas to look at are;

Blood Test Results – be more flexible with result times - it is necessary to ensure that the staff who are qualified to answer patients queries give out the results and this needs to be arranged for times when not dealing direct with patients – if a patient can not call at the given time offer a Doctor call back.

Drop in / Telephone consultations – it needs to be explained that these consultations are quick ones and organised by Dr Bassi, particularly for patients who need to get to work, or children who need to get to school. This is a service not available in any other local surgeries. If patients do not wish to have a drop in appointment they can book a full appointment and request to be seen in another consulting room.

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

16

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

No

*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?

Nothing was identified at this time.

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

Stage Five	
Action Plan	
18	
How did you consult with the PRG about the action plan?	
<p>At the following meeting members of the PRG were given the opportunity to express opinions.</p> <p>At this stage it was agreed that the Chair Person would respond to concerns and enquires arising from the survey that needed actioning. The Practice Manager to forward any appropriate information.</p>	

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

19	
Please give a brief summary of priorities and proposals agreed with the PRG arising out of the practice survey:	
<p>As it was generally felt everything was satisfactory this did not apply at this time. However this may change when other areas are targeted.</p> <p>Our priorities and proposals largely focus on maintaining consistency in the level of service we provide. We will continue to</p>	

seek out all areas where we are able to enhance services.

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

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

There were no issues.

*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)

Not applicable.

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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	
<p>Detail information on actions taken and subsequent achievement from Year One and directly link these to feedback from patients – eg “You said.... We did The outcome was.....”</p> <p>Most of the comments from last years survey were positive ones and we’ve strived to achieve the same outcome this year and will continue to do so.</p> <p>However, we’ve listened to patients were they feel we could be a little more sensitive at appointments or could brush up on ‘our bedside manner’ – we’ve redone customer care training and ensured that we have GP’s that cater for all needs.</p>	
23	
<p>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</p> <p>There have been no disagreements.</p>	
24	
Publication of Report	
<p>Please describe how this report has been publicized/circulated to your patients and the PRG</p>	

The survey and report has been publicised/ circulated via the website and notice board to all patients. It has also been circulated electronically via email to all members of the PRG.

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Additional Information

Opening Times

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

Monday - Friday 8.00am - 6.30pm (except Bank Holidays and 1 Wednesday / month for training).

There are 4 GP sessions, 2 each morning & 2 each afternoon Monday & Tuesday. 2 GP sessions on a Wednesday am.

There are 3 GP sessions, 2 each morning 1 each afternoon Thursday & Friday.

There are 17 Nurse/HCA sessions per week with a mixture of morning and afternoons.

We offer a telephone triage/drop in clinic each morning with a GP and a telephone triage each afternoon with a GP.

Patients may ring for appointments or call into the Surgery.

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

Thursday 6.45am - 8.00am Doctor & Nurse

