

Patient Participation Report 2012/13

Stage One					
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Practice Population:	4101				
		Sex:	Male		Female
Age:	Under 16's				
	17 - 25	36 - 45		56 - 65	
	26 - 35	46 - 55		66 +	
Ethnicity:		Caribbean	0.38%	other:	1.75%
British, Mixed British	79.45%	African	0.3%	other:	0.25%
English	0.22%	Mixed Black	0.12%	other:	1.30%
Scottish	4.08%	Chinese	0.55%	other:	1.45%
Welsh	1.18%	Japanese	3.10%	other:	2.4%
Indian, British Indian	2.45%	other:	0.22%	other:	0.8%
<p>Are there any specific Minority Groups within the Practice Population?</p> <p>The practice is proud of its ethnic diversity and has patients from the Afro-Caribbean, Pakistani, Indian, Sri Lankan, Bangladeshi, Pilipino, Chinese and eastern European nationalities.</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	2	Female	4
Age:		Under 16's					
		17 - 25	36 - 45	1	56 - 65	2	
		26 - 35	46 - 55	1	66 +	2	
Ethnicity:		Caribbean		other:			
British, Mixed British		5	African		other:		
English		Mixed Black		other:			
Scottish		Chinese		other:			
Welsh		Japanese		other:			
Indian, British Indian		1	other:		other:		
<p>What steps has the practice taken to recruit patients and to sure it is representative of the practice profile?</p> <p>The practice has a newly re-formed Patient Representative Group.</p> <p>The practice has discussed recruitment to the PRG and has specifically looked at issues regarding age, gender, ethnicity and social background in order that the group is representative of a broad range of participants.</p> <p>At the present time there are six patients who contribute to the PRG, which somewhat restricts the range of diversity.</p> <p>The practice has promoted the PRG by posters in the waiting room, via the Amscreen also situated in the awaiting room, attaching invites to prescriptions awaiting collection, advertising on the practice website and the doctors, nurses and administrative staff have approached patients in person to join.</p> <p>The practice is aware that it does not advertise for participants to the PRG in different languages, but it has however not encountered any significant translation problems with the majority of its patients. The practice also has patients from the Saudi Arabian community and Sikh community who all speak English well. The practice has encountered some communication problems with older patients from the Indian and Pakistanis communities who do not speak English particularly well but the practice does have literature available in their defined languages</p>							

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

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

The majority of the practice population is British, Mixed British and this is 90% representative of the PRG profile.

There has been a turnover of patients on the PRG and there was previously an Afro-Caribbean representative. The PRG does not have representatives from the Chinese or Easter European community

The PRG does now have an Indian/Asian representative.

The PRG male/ female split is 40% male and 60% female which is representative of the practice population

In terms of age bandings the youngest patient is thirty six years of age and the oldest patient is seventy years of age.

The PRG lead in 2012 who has now resigned from the group was a gentleman in his seventies.

The practice plans to continue to advertise and encourage its patients to consider joining the PRG in order to gain a wider age range and ethnicity representation of its members.

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)

In addition to the methods described in section 2 of the practice's efforts to recruit patients the clinicians continue to approach patients meeting the criteria during a consultation. . This has again been only marginally successful as the practice has a predominantly female population and male patients in particular cite work commitments as a barrier to joining the group.

The practice is continuing to target a diverse ethnic mix and age range of those under represented on the PRG at the point of reception in the practice.

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?

The practice has sought the PRG's views on priority areas by discussing these at the quarterly two hour meetings which are also attended by the senior partner and the Practice Managers.

The main priority of these meetings is to

- Ascertain the opinions of the PRG
- Implement any agreed suggestions
- Resolve any problems reported to them

Validate through the local patient participation report. Payment Component 2

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

The priorities for the survey were selected on the basis of the priorities of the PRG itself as a consultation was undertaken with the group members. The priorities of the practice and practice staff were also considered together with the priorities of the NHS Commissioning Board and the CCG. These priorities however, represent the priorities of the PRG to a significant extent.

The thoughts and opinions of the PRG were ascertained at a meeting in September 2013 and these opinions were then considered at a partners meeting and incorporated into a survey.

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 are to a significant extent a reflection of the priority areas but there are however additional questions in the survey which are specific to the practice, specific to commissioning and specific to the future of primary care and the contract changes including seven day opening which the PRG did not raise.

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

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How have the priority areas been reflected in the questions?

The PRG has not yet met to discuss the priority areas reflected in the questionnaire but envisages that the priority will be the introduction of electronic access for patient's appointments and prescriptions.

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 survey was conducted in the practice in February 2013 using questionnaires that were handed to patients whilst

they were waiting for their consultations with a clinician and advised that taking part was voluntary.

The survey was limited to patients over the age of fourteen years and specific care was taken to ensure that patients with cognitive impairment and literacy problems were supported in completing the questionnaire.

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

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

The questionnaire was reflective of the patients experience when attending the practice to see a clinician and therefore only patients who had a consultation were asked by the reception team to complete a questionnaire over the period stated in February 2013

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 practice managers collated the results and presented them to the team at a team meeting in order to promote discussion. .

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?

The findings of the survey have been forwarded to each member of the PRG for their perusal.

The PRG will be given the opportunity to comment on the questionnaire which has also been posted on the website and will for the basis of PRG meetings throughout 2013.

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

Stage Four

Results

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Please describe survey results:

The survey results show that

- 85% of patients are happy with the services they receive.
- 65% of patients would like to see electronic access to appointments and prescriptions.
- 28% of patients would prefer not to have to wait up to forty eight hours for their repeat prescriptions to be available

The survey also highlighted that the Same Day Appointment service is very popular as it allowed patients the opportunity to see doctors of different genders, the practice nurse specialist and the Healthcare Assistant.

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

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Explain how the PRG was given opportunity to comment?

The PRG will be given the opportunity to comment on the findings of the survey at the next PRG meeting in May 2013 (the previous meeting having been held prior to the survey being actioned).

Questions regarding the service provided by the practice did form part of the questionnaire and it should be noted that previous PRG meetings had discussed this subject and the feedback from the members was that the service provided was overall very good and that the practice had a welcoming reception staff.

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

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

The PRG has yet to discuss the results of the survey.

The practice is however in negotiation with the PRG regarding changes to the services the practice offers its patients. The PRG are particularly keen to see the introduction of electronic appointment access and electronic prescription request.

The practice is aware that these are key objectives with the Department of Health and will be incorporated in to the 2013/2014 contract and the practice will aim to conform with the direction of this contract once it has been re-

*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?

There are no outstanding issues at the present time and the practice will endeavor to reach agreement with the PRG should this occur.

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

Results

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Are there any Contractual considerations that should be discussed with the PCT?

NONE

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

Stage Five

Action Plan

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

The action plan will be discussed at the next PRG meeting in May 2013

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:

The practice will work with the PRG at the meeting in May 2013 to agree proposals.

Following on from the February PRG meeting the practice has increased the opportunity for patients to email the

clinicians and the practice team where and when it is appropriate for them to do so.

Generally the PRG seem to be very happy with the service provided by the practice. They are delighted that the practice has a website and are keen to explore further use of the website.

The results of the survey and the action plan will be posted on the website as will the enhanced range of 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 are no issues from previous meetings and the practice is confident that there will be no issues that cannot be addressed from the meeting in May 2013

*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)

If the PRG agrees to the implementation of changes the PCT will be informed where necessary



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	
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<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>From the previous survey the PRG agreed actions were to Provide Name Badges for non clinical staff Make patients aware that the practice has an on-call doctor of the day via posters, the Amscreen and the website Making patients more aware of the practices Extended Opening Hours via poster, the Amscreen and the website</p> <p>The above three actions have all been implemented.</p> <p>A further proposal from the PRG was to provide more seating in the waiting area which regrettably the practice has been unable to action due to space restrictions, but the practice has staggered clinicians session times in order to minimize the amount of seating required at any given time.</p>	

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<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>The survey has yet to be discussed but should there be any disagreement with the PRG on any of the actions in the</p>	

proposed Action Plan this will be publically highlighted with the practice's rationale for deviating from the suggested plan

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Publication of Report

Please describe how this report has been publicized/circulated to your patients and the PRG

The report will be published on Beechdale Surgery Website www.beechdalesurgery.co.uk

There will be a copy available in the practice waiting room for patients not able to access the internet.

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Additional Information

Opening Times

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

Monday	8.30am – 8.00pm
Tuesday	8.30am – 6.30pm
Wednesday	8.30am – 6.30pm
Thursday	7.00am – 12.30pm
Friday	8.30am – 6.30pm
Saturday	CLOSED
Sunday	CLOSED

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

Extended Opening Hours are

Monday 6.30pm – 8.00pm Offering the services of a GP and Prescribing Nurse

~~Thursday 7.00am – 8.30 am Offering the services of a GP~~