

# Patient Participation Report

Stage One						
1						
Practice Population:		4097				
		Sex:	Male		Female	
Age:	Under 16's	872	2041		2056	
	17 - 25	543	36 - 45	624	56 - 65	399
	26 - 35	564	46 - 55	509	66 +	586
Ethnicity:		Caribbean	0.46%	Other Asian		1.85%
British, Mixed British	77.45%	African	0.3%	White & Black African		0.25%
Irish	0.31%	Other Black	0.12	White & Asian		1.35%
Other White	3.92%	Chinese	0.56%	Other Mixed		1.61%
White & Black Caribbean	1.13%	Pakistani/British Pakistani	3.15%	Not Stated/Declined		3.16%
Indian, British Indian	2.84%	Bangladeshi/British Bangladeshi	0.20%	Other		1.34%
<p><b>Are there any specific Minority Groups within the Practice Population?</b></p> <p>None</p>						

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

2

**Patient Representative Group Profile (PRG):**

			Sex:	Male	Female		
<b>Age:</b>	<b>Under 16's</b>		3		4		
	17 - 25		36 - 45		56 - 65	3	
	26 - 35	1	46 - 55	2	66 +	1	
<b>Ethnicity:</b>		<b>Caribbean</b>		<i>other:</i>			
<b>British, Mixed British</b>	7	<b>African</b>		<i>other:</i>			
<b>English</b>		<b>Mixed Black</b>		<i>other:</i>			
<b>Scottish</b>		<b>Chinese</b>		<i>other:</i>			
<b>Welsh</b>		<b>Japanese</b>		<i>other:</i>			
<b>Indian, British Indian</b>		<i>other:</i>		<i>other:</i>			

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

The practice has previously had a Patient Reference Group but it was not successful and by the end of 2010 had disbanded.

The previous secretary for the PRG expressed an interest in re-starting the PRG and the practice met to discuss who would be suitable patients to be approached to be part of the PRG as personal circumstances would need to be taken into consideration i.e. if they were in employment, were caring for someone, in a residential home or had a disability.

The practice promoted the PRG by posters in the waiting room, attaching invites to prescriptions awaiting collection, advertising on the Amscreen in the waiting room, advertising on the practice website and the reception team were pro-active in approaching patients to consider joining the PRG.

The practice was successful in recruiting patients to join the PRG but intends to continue to promote it as it is believes that to help the group develop it would be beneficial to have members in the 17-25 and 36-45 age bands.

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

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**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 representative of the PRG profile. The practice attempted to engage an ethnic mix and a representative from all the age bands of patients to the PRG but was regrettably unsuccessful. We plan to encourage representation from other ethnic groups to join the PRG in the forthcoming year.

Despite repeated and varied attempts to engage a diverse representation of the practice population the PRG remains small.

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

**4**

**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 also approached patients meeting the criteria during a consultation. However this was only marginally successful as the practice has a predominantly female population and male patients in particular cited work commitments as a barrier to joining the group.

We are attempting to target a diverse ethnic mix and 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**

<b>Agreeing Priorities</b>	
<b>5</b>	
<b>How has the practice sought the PRG's views of priority areas?</b>	
<p>At the PRG meeting the group stated there were no pressing areas of concern and it was agreed to initiate survey to obtain patient feedback to identify priority areas.</p>	

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

<b>6</b>	
<b>Please describe how the priorities for the survey were selected - do these reflect those set out by the PRG?</b>	
<p>The practice identified GPAQ survey as the most suitable one to use for the patients of the practice. This is widely used in the UK and has been validated over a number of years. It was also the survey recommended to be used by the CCG and has the advantage of benchmarking practice data in relation to practices nationally.</p>	

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

<b>Stage Three</b>	
<b>Survey</b>	
<b>7</b>	
<b>How has the practice determined the questions used in the survey?</b>	

The practice determined what questions were asked in the survey by using GPAQ survey as the questionnaire of choice as it is nationally recognized and s accurately measures patient satisfaction.

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

**8**

**How have the priority areas been reflected in the questions?**

The PRG in its present format is in its infancy and the GPAQ survey was used as a starting point to enable the PRG to identify areas of importance which can be addressed over the coming months. Therefore the survey was primarily used to obtain a general overview.

*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 two week period in February 2012. All patients attending the practice to see a clinician during that period were asked if they would be willing to complete an anonymous survey. Any patient that agreed was asked to complete the survey and place in an envelope in the box in reception.

The questionnaires were then posted by recorded delivery to GPQA Surveys for analysis.

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

**10**

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

The questionnaire chosen was reflective of the patient 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 previously stated period in February 2012.

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

**Stage Three** continued

**Survey**

**11**

**How has the practice collated the results?**

The practice used the services of InTime Data Systems to collate the results of the patient questionnaire and provide analysis of the findings along with national benchmarks which provides transparency on the part of the practice.

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

**12**

**How were the findings fed back to the PRG?**

The PRG received copies of the patient's survey results prior to the meeting of the PRG on the 27<sup>th</sup> March 2012. The group compared the findings with the national averages and provided feedback at the meeting.

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

**Stage Four**

**Results**

**13**

**Please describe survey results:**

The results consisted of a short report and patient percentages applicable to each question. The practice received 79.6% of patients rating the practice as good, very good and excellent.

The practice survey highlighted the following areas of concern

- How easy it is to see a particular doctor
- The need for more Same Day Appointments

- The difficulty in getting through to the practice when it opens in the mornings

The survey results indicated that overall patients were satisfied with the service provided by the practice.

*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 members were given the opportunity to comment on the findings of the survey at the meeting held on the 27<sup>th</sup> March 2012. The group felt that the survey results were overall very good. The majority of the group stated that the service provided by the reception staff was very good although one member of the group felt that it had not always been as good but did concede that it had improved. Overall the feedback from the group was of a positive nature.

*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 PRG felt that overall the response to the survey was positive.

The main area of concern was around appointments and getting through to the surgery at 8.30am in the morning. An explanation of the current breakdown of appointments i.e. pre booked appointments and appointments reserved for the same day of booking was given. The PRG stated that the main concern however was the fact that even when patients did get through on the telephone at 8.30am in the morning the Same Day Appointments have all been utilized.

The PRG felt that the questionnaire was not detailed enough in this specific area as the questions were more general i.e. How easy it is to book ahead, how quickly can you get to see a doctor and that to obtain a greater understanding of the patients that are calling the practice at 8.30am it



should undertake a more detailed survey. The survey will reflect the reasons for calling the practice at 8.30am in order to highlight if there are any necessary changes required. This will be discussed at a future meeting with the PRG,

*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?**

None

*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?**

None

*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?**

The action plan was discussed with the PRG at the meeting

*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:**

The PRG identified proposals as :

Name Badges for all non clinical staff

Making patients aware of the fact that the practice has an on-call doctor of the day via posters and the Amscreen

Making patients more aware of the practice's Extended Opening Hours via posters and the Amscreen

Providing more seating in the waiting area.

*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**

No

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

**21**

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

N/A

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

**Stage Six**

**Publication of Report**

**22**

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

The report has been published on Beechdale Surgery Website [www.beechdalesurgery.co.uk](http://www.beechdalesurgery.co.uk)

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

*Additional statement to support report publication. **Payment component 6***

**23**

**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

*Additional statement to support report publication. Payment component 6*

**24**

**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  
 Thursday 7.00am – 8.30am

*Additional statement to support report publication. Payment component 6*

<b>Number of PRG meetings which have taken place since 1st April 2011</b>	1 formal
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<b>Office Use:</b>											
<b>DES Component</b>	<b>Section attained in</b>										
One	1		2		3		4				
Two	5		6								
Three	7		8		9		10		11		

	12									
Four	13		14		15		16		17	
Five	18		19		20		21			
Six	22		23		24					