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PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

C81661

Practice Name:

Blackwell Medical Centre

An introduction to our practice and our Patient Reference Group (PRG)

Our practice is one surgery based in Blackwell with a practice population of 2486. We are trying to become a training practice for registrars. We have one full time GP and one part time GPs. The patient reference group is made up of 7 members and was established many years ago. We are equal parts male to female ratio.

Establishing the Patient Representative Group

This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
Age			
% 0 – 34	37.7	0	Lower number
% 35 – 54	28.0	0	Lower number
% 55 – 74	24	29	Greater number
% 75 and over	10	71	Greater number
Gender			
% Male	50	43	Fewer
% Female	50	57	Greater
Ethnicity			

% White British	97.5%	86	lower
% Mixed white/black Caribbean/African/Asian	0.18%		
% Black African/Caribbean	0.12%		
% Asian – Indian/Pakistani/Bangladeshi	0.36%		
% Chinese	0.04%		
% Other	1.8%	14	higher

These are the reasons for any differences between the above PRG and Practice profiles:

We have struggled to entice young people to join the group, we have at times specifically asked people of younger age categories if they would like to join but have had no success. Again we have targeted ethnic minorities on an ad hoc basis without success. It does seem to be the older generation who are more interested in being involved. We have one white non British member

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

There are high levels of unemployment in the area, most meetings are held face to face in the daytime to accommodate the current PPG members they do not like coming out in the dark. Although we've discussed virtual meetings or evening meetings if that suited better.

This is what we have tried to do to reach groups that are under-represented:

Mostly when patients attend the surgery the GPs mention at the consultation.

Setting the priorities for the annual patient survey

This is how the PRG and practice agreed the key priorities for the annual patient survey

An example survey had been circulated by the CCG, it was taken to a PRG meeting and was agreed we would use this one as advised in the email.

Designing and undertaking the patient survey

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

The questions were supplied by the CCG and we agreed to use these with the PRG we discussed if any questions wanted to be added or omitted.

How our patient survey was undertaken:

We targeted all patients attending the practices in a one week to 10 day period

Summary of our patient survey results:

Attached to email

Analysis of the patient survey and discussion of survey results with the PRG

This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

Unfortunately there was no one in the PPG who felt able to compile the results so this was done by the receptionists at the surgery. All forms were available for the PRG members to see the originals should they want to check for inaccuracies

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

- 1) To cost for opening Wednesday afternoons
- 2) Training for staff regarding confidentiality in reception.
- 3) Poster in reception to advise the public that people may be able to hear what they are saying

We agreed/disagreed about:

We agreed with the above areas

ACTION PLAN

How the practice worked with the PRG to agree the action plan:

This was by discussion in a meeting

We identified that there were the following contractual considerations to the agreed actions:

Copy of agreed action plan is as follows:

Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
to assess the cost implications and the ability to opening Wednesday afternoons	Costings of buildings, staff and GP time also to discuss with the current GPs if any were willing to change their hours	Zoe Cooper	6 months	
Training for staff regarding confidentiality in reception	This needs to be provided in house at a Quest	Amanda Moody	12 months	
Poster in reception to advise the public that people may be able to hear what they are saying	Poster to be produced and in a prominent position in reception	Zoe Cooper	ASAP	

Review of previous year's actions and achievement

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

“You said We did The outcome was”

A promotional video in reception regarding minor health issues. This has been produced by a PPG member and is now shown during surgery hours. It has been very well received and in fact has been up dated regularly.

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Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

No disagreements

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

This is on our website, is advertised currently on a poster in reception to direct people to the website or to ask for a copy at reception.

The opening hours are also on the website and in the practice leaflet

Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

Opening hours

Monday 0800 to 1830

Tuesday 0800 to 1830

Wednesday 0800 to 1830

Thursday 0800 to 1830

Friday 0800 to 1830 At all other times please call 111 in cases of needing medical assistance or 999 in medical emergencies