

The Centre Practice

Patient Participation Report 2011-12

Introduction

The Centre Practice Patient Participation Group was originally set up in August 2004 and comprised around 10 -12 members. In 2009 it formalised its structure, appointing a chairman and developing a constitution. In 2011 it widened its scope to include virtual members with the aim of including a wider demographic range to more closely match the practice population and now numbers around 55 in total. The age range of the whole group now roughly matches the age range of the practice population but the face to face group has an older profile than the practice population. We have tried to encourage wider ethnic diversity in the group, 3% of the practice population having an ethnicity recorded as something other than White British but so far only 1.8% of the patient group have an ethnicity other than white British.

Encouraging participation

We have tried to encourage a wider membership of our patient group in various ways:

- In our quarterly patient newsletter
- On our website
- Obtaining email addresses and encouraging membership in our patient survey
- We have information available in mother and baby clinics and chronic disease clinics
- Information given to new patients

What else we can do:

- Obtain more ethnicity data for existing patients to encourage a wider range of patients to join the group
- Have a wider range of meeting times for the face to face group – this usually meets at lunchtime which may discourage working people from attending. Our June 2012 meeting will be in the evening. Space constraints would make it difficult for the face to face group to have more than 12 patient members
- Our premises will be refurbished during 2012 and we hope to have an open day in October or November and we hope to encourage a wide range of patients to attend and hopefully get involved.

Agreeing Areas of Priority for our survey

Our face to face group met with the practice on 28.6.11 to discuss what areas they would like included in the survey for the year. Discussion included subjects which had been discussed at previous patient groups, subjects of complaints and suggested topics for discussion from national patient organisations. Minutes of the meeting are available. The group chairman put the survey questions together in consultation with the practice. Priority areas agreed included:

- Appointment availability
- Confidentiality and privacy

- Opening hours
- Access to urgent appointments

The survey

Our survey was carried out over four weeks in July and August 2011. 300 copies were given out randomly by our Reception. We also placed it on our web site to encourage those who use the website for ordering prescriptions or for information to complete it. (We have around three hundred on-line prescription requests a week so this would give several hundred patients the opportunity to complete the survey) 180 replies were received and collated

Survey Results

The data from the survey was circulated to the patient group and also to those who had expressed an interest by giving us their email addresses. The results were discussed at a meeting on 27th September 2011 where all comments received were aired and an action plan was agreed

Action plan

Patients Asked for:	What we will do:
<ul style="list-style-type: none"> • Improved privacy in the Treatment Room 	<ul style="list-style-type: none"> • Treatment Room to be divided appropriately when building work is carried out during 2012 (also more privacy to be provided at Reception desk) • Timeframe – by Autumn 2012
<ul style="list-style-type: none"> • Improvement in way test results are obtained 	<ul style="list-style-type: none"> • A new leaflet to be produced to outline when and how test results can be obtained • Timeframe - By December 2011
<ul style="list-style-type: none"> • Appointment booking via our website 	<ul style="list-style-type: none"> • On-line appointment booking will be introduced • Timeframe - By summer 2012
<ul style="list-style-type: none"> • Improved access for those with mobility difficulties 	<ul style="list-style-type: none"> • The car park will be re-marked shortly and will include a drop off area, next to the existing disabled parking spaces for those who can only walk short distances • Timeframe - By Winter 2011
<ul style="list-style-type: none"> • Improved appointment availability 	<ul style="list-style-type: none"> • Changes to be made to the appointment system to provide more “soon” appointments. • Timeframe - By Autumn 2011 • Additional Registrar will provide extra appointments • Timeframe - By February 2012 • Financial and space constraints make

	it difficult for us to provide more doctor or nurse appointments <ul style="list-style-type: none">• Encourage better use of our triage service• Timeframe - ongoing
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This report is available on our website and on NHS choices. It has been circulated to our patient group members and is available in Reception. A summary has also been included in our patient newsletter.

Our core opening hours are 8.00-6.30 Monday to Friday. In addition as part of the Extended Hours scheme we are open from 7.30am each Monday and Thursday, until 8pm on Monday evenings and one Saturday morning in four from 8.30-11.30am. during both core and extended hours we can be contacted by telephone on 01329 823456, face to face at our Reception desk or via email through our website www.farehamcentrepractice.co.uk

Information checklist for local patient participation

In order to support the assessment of the DES, practices' final report should add

Stage one - validate that the patient group is representative

Show how the practice demonstrates that the PRG is representative by providing in			
Practice population profile		PRG profile	
Age			
% Under 16	15.92	% Under 16	
% 17 - 24	8.42	% 17 - 24	
% 25 - 34	10.51	% 25 - 34	
% 35 - 44	12.52	% 35 - 44	
% 45 - 54	14.57	% 45 - 54	
% 55 - 64	12.77	% 55 - 64	
% 65 - 74	13.17	% 65 - 74	
% 75 - 85	8.8	% 75 - 85	
% Over 85	3.34	% Over 85	
Ethnicity			
White		White	
% British Group	97	% British Group	
% Irish	0.07	% Irish	
Mixed		Mixed	
% White & Black Caribbean	0.09	% White & Black Caribbean	
% White & Black African	0.09	% White & Black African	
% White & Asian	0.19	% White & Asian	
Asian or Asian British		Asian or Asian British	
% Indian	0.46	% Indian	
% Pakistani	0.05	% Pakistani	
% Nepalese	0	% Nepalese	
% Bangladeshi	0.12	% Bangladeshi	
Black or Black British		Black or Black British	
% Caribbean	0.03	% Caribbean	
% African	0.31	% African	
Chinese or other ethnic group		Chinese or other ethnic group	
% Chinese	0.38	% Chinese	

