

Local patient participation report

This report summarises development and outcomes of Montpelier surgery patient reference group (PRG) in 2012/13.

It contains:

1. Profile of practice population and PRG
2. Process used to recruit to our PRG
3. Priorities for the survey and how they were agreed
4. Method and results of patient survey
5. Resulting action plan and how it was agreed
6. Progress made with the action plan
7. Confirmation of our opening times.

1 Profile of practice population and PRG

Practice population profile

The practice has 6000 patients. Of which:

Gender

% males 49.8%

% females 50.2%

Age

% patients aged less than 5 5.4%

% patients aged 65 or over 9.7%

Employment status

% in full-time or part-time employment 63.4%

% unemployed 5.4%

Ethnicity

White British	71%
Other white	17%
Irish	2%
Indian	1.5%
Chinese	1%
Other	6.5%

Other

% permanently sick / disabled 2.2%

% employed unable to take time off to see GP 14.3%

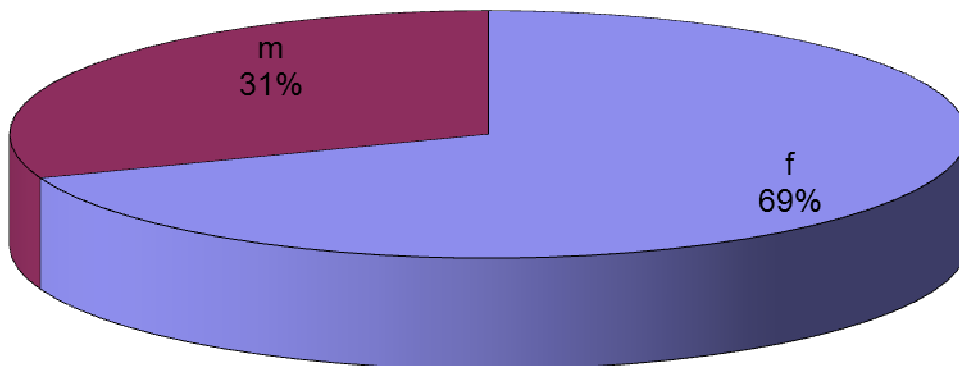
PRG profile

The PRG has members of which:

Gender

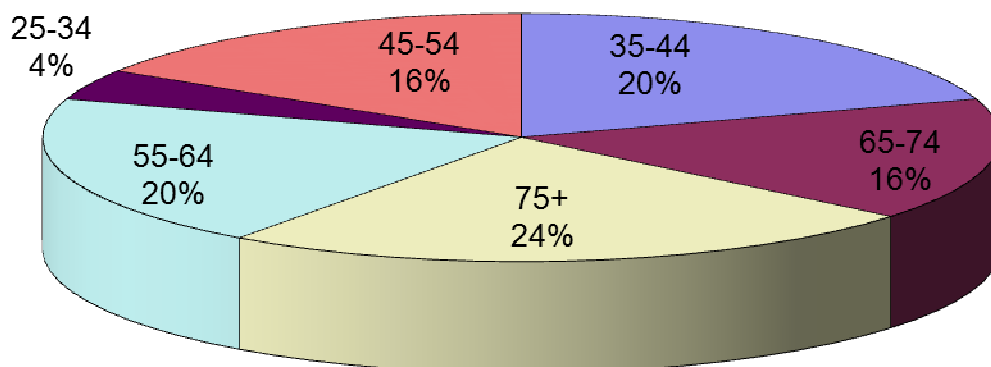
69% females 31% males

Gender breakdown of PRG



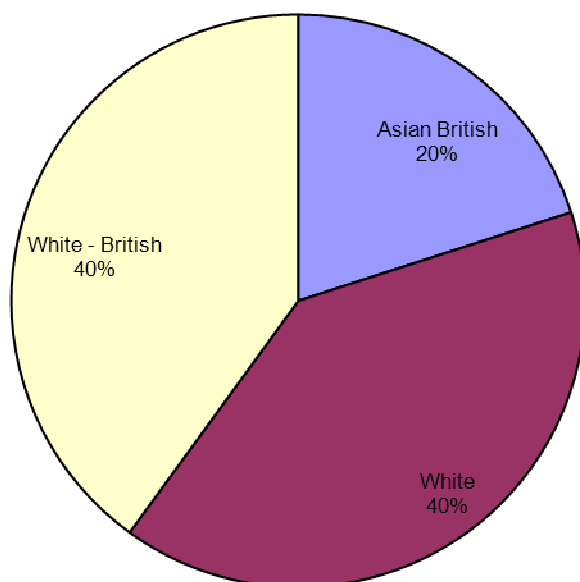
Age

Age breakdown of PRG

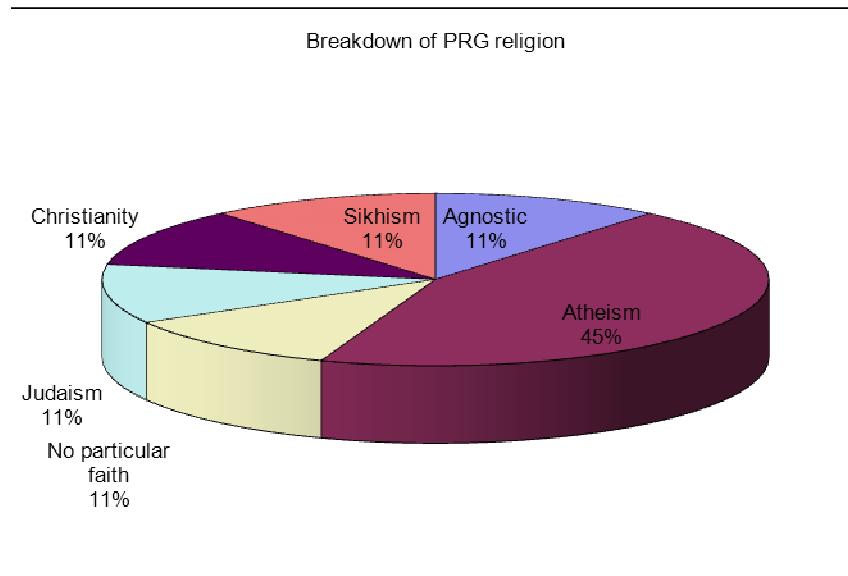


Ethnicity

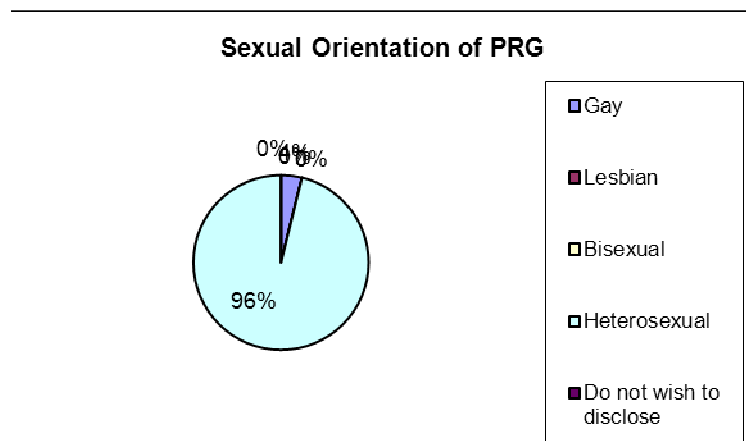
Patient Reference Group Ethnicity Profile



Religion/Faith



Sexual orientation



2 Process used to recruit to our PRG

To recruit to our PRG we:

- Wrote directly to specific patients in order to influence representation on the PRG so that it reflected the practice population
- Put up posters in practice
- Offered leaflets to all patients attending practice
- Put information on the practice website

- Invite every patient who registers to join the group in their registration pack (new)
- Opportunistically invite patients as they talk to us about other things (new)



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3. Priorities for the survey and how they were agreed

To determine the priorities for the survey we:

- Invite every patient who registers at the surgery to tell us what the three most important things are to them when using the surgery (See below for leaflet included in every registration pack)
- Ask members of the patient reference group directly what their priorities are (providing them with the survey we intended to conduct subject to their input) and amending the survey accordingly

In addition we have posters displayed in the waiting room asking patients for feedback (Photographic evidence on file)



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Over and above the proposed survey that the PRG were sent, they asked for specific reference to be made in the survey to:

- Privacy in the waiting room
- Awareness of new opening hours
- Use of on line appointments in terms of how many people have tried and given up
- Seeing a doctor of their choice

4 Method and results of patient survey

Once we had established the priorities we used the survey we had given to the patient reference group as a starting point and added five questions as a response to their suggestions. The survey we used was one by CFEP UK surveys a well established survey group used in general practice for many years. The survey was conducted in paper form between 25th February and 8th March. 184 patients provided feedback exceeding the 155 required for this list size.

Survey results



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Adobe Acrobat
Document

5 Resulting action plan and how it was agreed

To develop the action plan, the practice discussed the survey results and developed a number of potential actions. .

To get comments from the PRG on the draft action plan we e mailed the action plan to the PRG inviting comment. Included in the e mail was a link to the patient survey results with brief analysis and a proposed action plan. Comments on the survey and the action plan were invited. Please see below the e mail sent to PRG members:



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We agreed the action plan with the group on 27.03.2013.

The action plan agreed as a result of the 2013 survey is:

1. Investigate changes in the waiting room that will enhance it's appearance and comfort (Q7 and other feedback)
2. Display more health promotion literature in the waiting room to promote illness prevention(Q26)
3. Advertise other options enabling patients to speak confidentially eg to enable access to the managers office
4. Offer better advice if GP running late including staff training
5. Look at other options for communicating new opening times to patients
6. Research texting reminders on the same day or day before rather than two days before.

6. Progress made with the action plan

The action plan for 2013 has just been agreed and there is therefore no progress against it.

Please find below a summary of progress against the 2012 action plan:



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2003 Document

Areas where we could not achieve what the PRG wanted were: see above document for summary of progress. These will be followed up in the year 2013.

There were significant changes to our services in these areas: None

7 Confirmation of our opening times

:

The surgery can be accessed by telephone each day between the hours of 8.00am and 18.30pm.

The surgery reception is open:

Monday	8.00 - 8.00pm
Tuesday	8.00 - 6.30pm
Wednesday	8.00 - 6.30pm
Thursday	8.00 - 6.30pm
Friday	8.00 - 8.00pm

We hold evening surgeries on Monday and Friday evenings and one Saturday morning per month.