

PATIENT PARTICIPATION REPORT

2013/14

Practice Code:

C81055

Practice Name:

NORTH WINGFIELD MEDICAL CENTRE

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

We are a hardworking, enthusiastic team who are fully committed to providing a high standard of healthcare to our Patients.

Our purpose is to work together and support each other for the benefit of patients and staff. To feedback views and concerns to both the Practice Team meetings and PPG meetings in an effort to improve two-way communications between Patients and the Practice. To also communicate news and information from the Practice to the Patients.

What We Do:

- contribute to practice decision-making and consult with patients on service development and provision
- provide feedback on patient's needs, concerns and interests and challenge the practice constructively whenever necessary
- advise the practice on what matters most to patients
- help identify solutions to problems
- foster improved communication between the practice and its patients
- help patients to take more responsibility for their health
- provide practical support and help to implement change
- think about the wider patient interest and not just their own personal concerns
- always work constructively and positively, helping to identify solutions
- work in partnership with the practice and other local organisations.

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	3848 - 100%	9 - 100%	
% under 18	704 - 18%		
% 18 – 34	738 - 19%		
% 35 – 54	1028 - 27%	2 - 22%	
% 55 – 74	1001 - 26%	7 - 78%	
% 75 and over	377 - 10%		
Gender			
% Male	1935 - 51%	5 - 55%	
% Female	1913 - 49%	4 - 45%	
Ethnicity			
% White British			
% Mixed white/black Caribbean/African/Asian			
% Black African/Caribbean			
% Asian – Indian/Pakistani/Bangladeshi			
% Chinese			
% Other			

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

Our Patient Participation Group was formed on the 16th November 2011 and every year since we have tried to encourage patients across all profiles to join the PPG by the following methods.

1. Advertised on our DVD in the Patient waiting room.
2. Advertised on posters in our Patient waiting room.
3. Advertising campaign at our Flu Clinic event held in North Wingfield Resource Centre when more than 600 Patients (15%) across all age and ethnic backgrounds attend for their Flu vaccination.
4. Advertised on the Practice website.

The variations between the Group and our Practice profile has been the subject of much debate at a number of our Patient Participation Group meetings and the consensus of opinion was that during the course of the year we would still advertise and try and co-opt a wider range of our Practice profile.

We currently have 9 Patients on the PPG and the Practice is well represented and Patient Participation and Patient Reference Group forums.
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:
We have discussed the possibilities of a virtual meeting ie conference call and changing the times of the meetings to be held in during the day or in the evening to accommodate any one who has an interest.
This is what we have tried to do to reach groups that are under-represented:
<p>Every year since the PPG was formed we have tried to encourage patients across all profiles to join the PPG by the following methods.</p> <ol style="list-style-type: none"> Advertised on our DVD in the Patient waiting room. Advertised on posters in our Patient waiting room. Advertising campaign at our Flu Clinic event held in North Wingfield Resource Centre when more than 600 Patients (15%) across all age and ethnic backgrounds attend for their Flu vaccination. PPG have approached Patients in the waiting room to ask for expressions of interest. Advertised on the Practice website <p>This year we have produced a Patient Participation Publicity letter which we are about to circulate to all our Patients.</p>

Setting the priorities for the annual patient survey
This is how the PRG and practice agreed the key priorities for the annual patient survey
At the Patient Participation Group meetings held on 10 th July 2013 and 4 th September 2013 all members of the group agreed the format of the survey and the questions to be included within the survey. Patients would find self-help Groups beneficial. Copies of minutes can be made available.

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:
As mentioned above at the Patient Participation Group meetings held on 10 th July 2013 and 4 th September 2013 all members of the group agreed the format of the survey and the questions to be included within the survey.
How our patient survey was undertaken:
A PPG/Practice survey was constructed and undertaken by all members of the PPG and members of the Practice staff and carried out at the Practice Flu Clinic held on the 9 th October 2013. In addition questionnaires were also distributed in the waiting room at the surgery.

Summary of our patient survey results:
Over 600 patients, out of a practice of 4000, attended the flu clinic during the day with approximately 16% completing the survey. 77% of those completing the survey had visited the surgery within the last 3 months.
A copy of the full report is associated.

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:
The results of the survey were analysed at the patient Participation Group meeting held on the 22 nd January 2014 and an action plan produced.
The key improvement areas which we agreed with the PRG for inclusion in our action plan were:
<ol style="list-style-type: none"> 1. Raise Patient awareness and understanding of the PPG. 2. Raise Patient awareness of the Practice website and what it offers. 3. To seek out the views of a “younger” Patient group. 4. To attract more patients to the PPG particularly younger Patients.
We agreed/disagreed about:
There were no disagreements.

ACTION PLAN
How the practice worked with the PRG to agree the action plan:
The results of the survey were analysed at the Patient Participation Group meeting held on the 22 nd January 2014 and an action plan produced
We identified that there were the following contractual considerations to the agreed actions:

None.				
Copy of agreed action plan is as follows:				
Priority improvement area	Proposed action	Responsible person	Timescale	Date completed (for future use)
Raise Patient's awareness and understanding of the PPG.	• Devise a publicity leaflet and distribute in the surgery, local chemists, attach to prescriptions.	PPG	30 April 14	
	• Advertise PPG in local news letter and parish magazines.	PPG	30 June 14	
	• Regularly update notice boards in surgery waiting room.	PPG	Monthly	
	• Arrange coffee mornings.	PPG	30 July 14	
Raise patient's awareness of Practice website and what it offers.	• Devise a publicity leaflet to circulate to Patients as above.	PPG	30 April 14	
To seek out the views of younger Patient Group.	• PPG members to attend surgery.	PPG	30 Sept 14	
	• PPG members to investigate any local social Clubs etc.	PPG	30 Sept 14	

<p>Review of previous year's actions and achievement</p> <p>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:</p>
<p>Agreed to try and reduce the number of patients who DNA</p> <ul style="list-style-type: none"> • PPG to devise a letter to be sent out to patients who DNA by the Practice Manager. This letter would highlight the consequences of their actions for other patients and the practice itself. Alan Stray to monitor the impact of this action and report back to the PPG every 2 months. This was undertaken very successfully with reductions of 40% in DNA's. • A notice board in the surgery asking Patients to ensure that their contact details are up-to-date. Undertaken and completed successfully with a very good response from Patients. <p>Improve communication with patients</p>

- PPG and Practice working together to devise regular information leaflets for patients covering key areas of the practice and the PRG. Leaflets and local newsletter items being undertaken this year.

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.

Publication of this report and our opening hours

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

The patient survey report is available on the practice website or a copy can be obtained on request at Reception in the surgery.

The practice opening hours are also available on the Practice website, in the Practice leaflet and are clearly visible around the Patient waiting room area.

Opening times

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

Monday	8.00am – 6.30pm
Tuesday	8.00am – 6.30pm
Wednesday	7.30am – 6.30pm
Thursday	8.00am – 6.30pm
Friday	7.30am – 6.30pm