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### **The Elms Medical Practice Profile and Patient Participation Report 2012/ 2013**

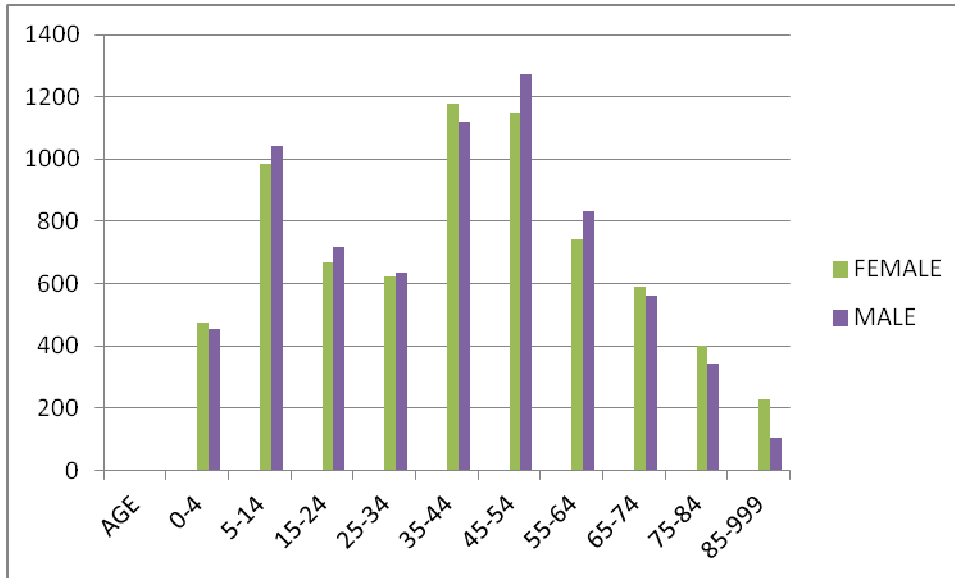
The Elms is one of three GP Practices in Harpenden. The premises are modern and was purpose built in 1995. The Elms is home to over 14,000 patients, 8 GP Partners, 2 routine locums, 4 nurses, 10 receptionists and 18 administrative staff.

**Dr Dylan Phillips**  
**Dr Jackie Impey**  
**Dr Cathy Argyle**  
**Dr David Hems**  
**Dr Julian Smith**  
**Dr Bethan Rees**  
**Dr Charlotte Allam**  
**Dr Rebecca May**

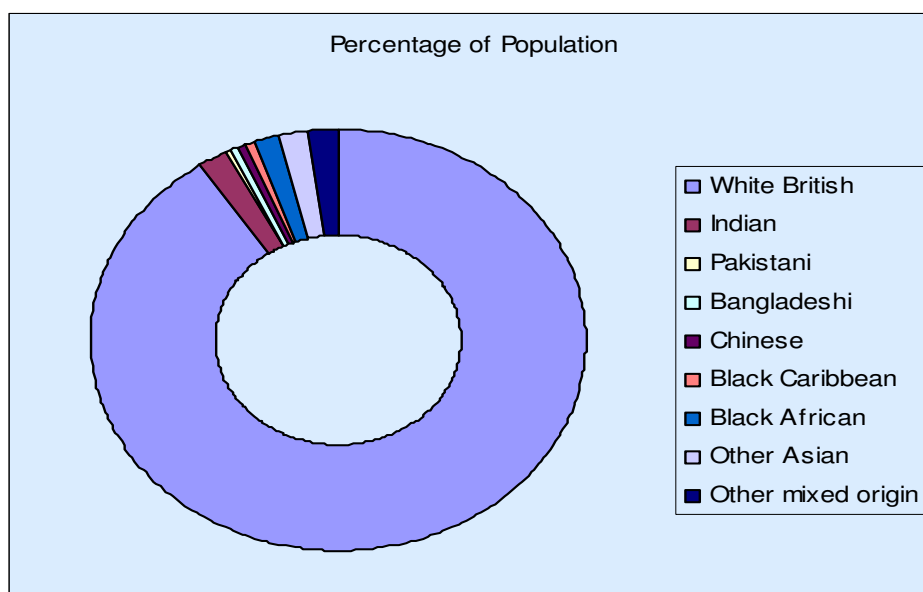
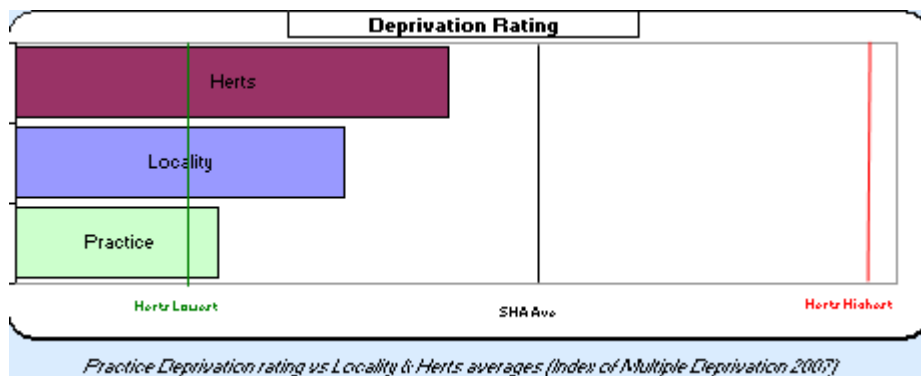
**Opening Times:**  
Monday, Tuesday, Wednesday 08:00 – 18:30  
Thursday 08:00 – 20:00  
Friday 07:00 – 18:30  
Every 3<sup>rd</sup> Saturday 08:30 – 11:30

## The Elms Profile

The practice records the ethnicity of our registered patients. Using this information the practice profile looks like the following:



The overall practice male to female ratio is split 50:50

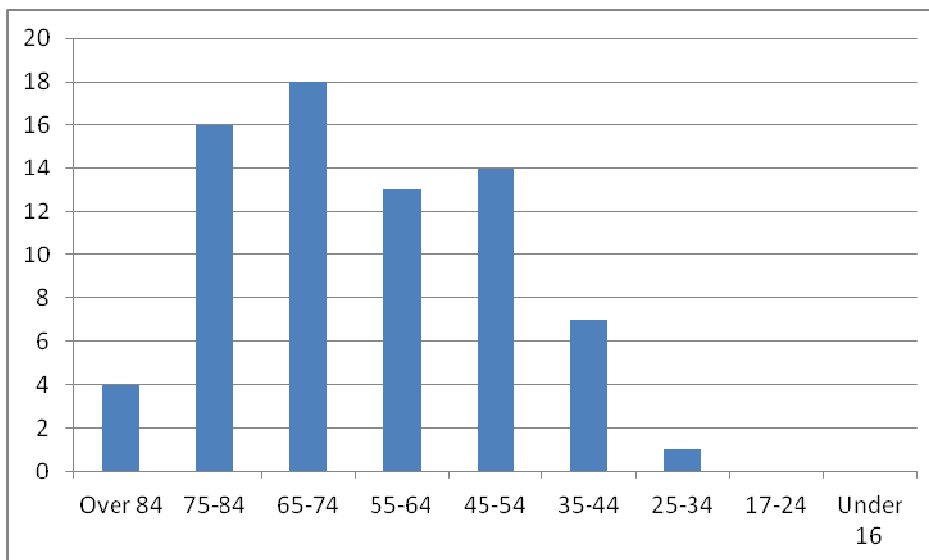
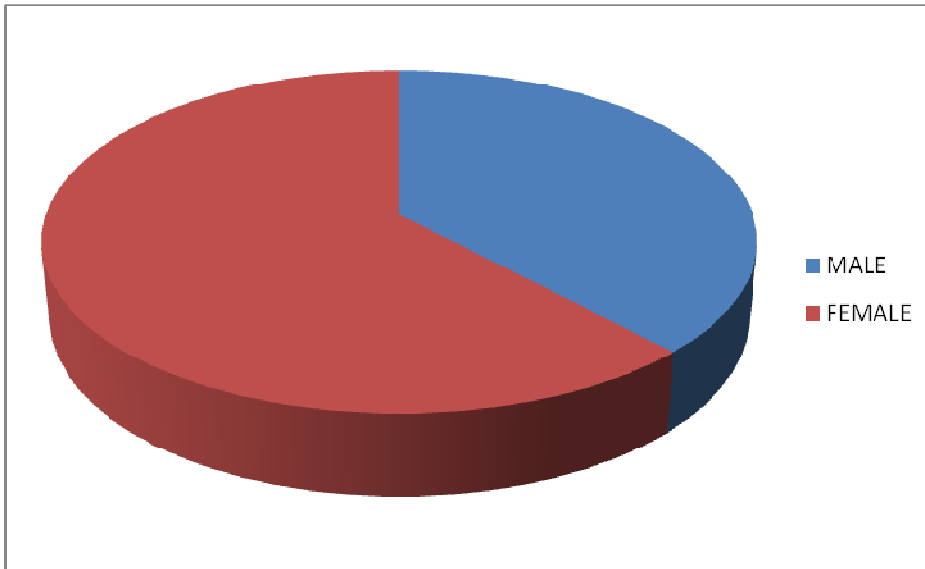


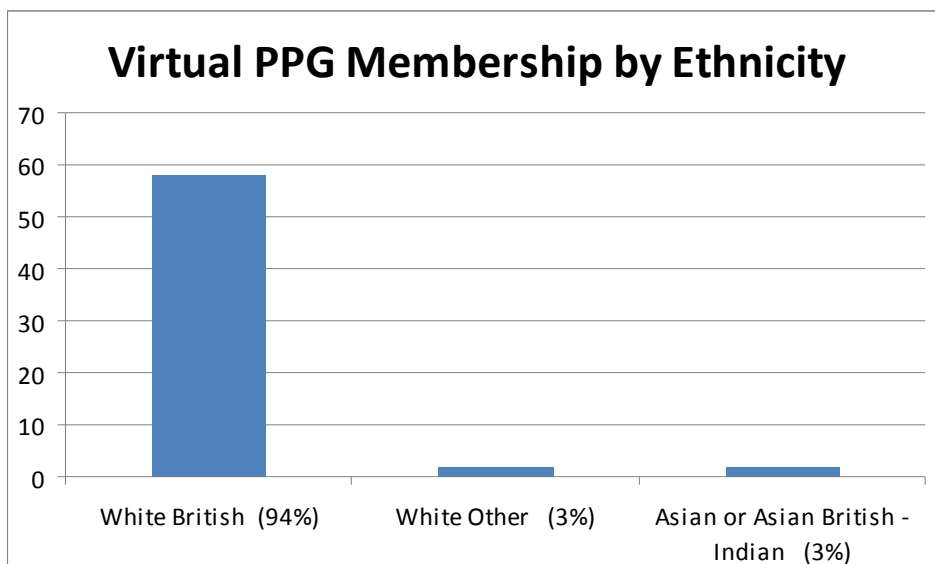
Our ethnic diversity of the practice population is over 90% White British with no one significant particular ethnic group making up the remaining 10%, though we are aware of particular small ethnic groups within our Practice boundaries, notably Indian and Asian origins.

When we set up our Patient Participation Group (PPG) we wanted to ensure we had good representation of all areas of our practice population.

We advertised our new PPG on our website, in the surgery and we have invited certain patients to make sure we covered certain disease registers, ethnicities and age groups. Active recruitment to the group continues with advertisements within the waiting room and also patients have access to the group through links through the homepage on our website.

So far our PPG stands at the following:





The ethnic diversity of our patient participation group matches that of our practice profile.

We have 73 virtual patients in our PPG but are still hoping to increase the numbers. The current PPG is representative of our practice population with the exception of working age males, under 20's and care homes. Working age males have been the hardest to recruit as they are the least seen group in the surgery. With care homes our GPs work closely with the care home staff and most of these patients invariably receive a home visit rather than come to the surgery. We hoped to capture the under 20's when they registered at the practice as all new patients are invited to join our PPG. We may look at 'Facebook' as an alternative way to target this area of the practice.

We also have a selected focus group, this group comprises of 6 patients of various ages and backgrounds, 2 GP partners and the Practice Manager. This group formed the PPG constitution and initial discussions to look at how we set up and utilise the virtual group effectively. Discussions on areas of concern and priorities have been raised with both the focus group and the virtual group through collating email addresses and communicating through emails.

To this date various surveys have been completed and effective actions and changes have already been achieved. The surgery, for example, has a weekly notice in the waiting room informing patients of how many patients had attended their appointments (and thanking those who did) and how many patients did not attend. At the same time we made it possible to cancel patient appointments through our website. These simple actions has resulted in a noticeable decrease of patients not attending their appointments and hopefully an easy option to cancel at any time of day.

The most recent survey was very focused on patient access. We sent this to the PPG and also made the survey available for all patients to complete. We only had approximately 250 responses but still felt this gave a very clear idea of the thoughts of our patients. The most critical aspect was our demand management and busy telephones particularly on a Monday morning. The results were then sent to our PPG for comment. We then listened and took on board all the comments made and as a result one of the actions will be installing appointments on line. We hope this alternative service will relieve the volume of phone calls for making routine appointments with clinicians.

All the surveys, the results and actions can be found on our website on the PPG page.

The Elms is committed to continual improvements across the practice and communication has always been a high priority for the Partners and the Practice Manager. The PPG has been an extremely useful communication tool. We have a quarterly newsletter which is sent to all members and then added to the website. We also send adhoc invites to local meetings (such as 'conversation Café'), health news and items we feel could be of interest such as support groups or free keep fit projects.

We have also added a suggestion box on our website under the PPG page to keep the communication channels open at all times.

Thank you to all for your input and time. The surgery is passionate about providing a high standard of medical and patient care. With your help we will continue to strive to meet all our patients needs and endeavour to extend the communication pathways.