

LOCAL PATIENT PARTICIPATION REPORT

CANNINGTON HEALTH CENTRE

Most of the information in this template is also available on the practice website as is this template

www.cannington.gpsurgery.net

1. A description of the profile of the members of the PRG

- * For example the age, sex and ethnicity profile of the Provider's population and the PRG.

(Component 1)

Age	40-49	50-59	60-69	70-79
Female	1	0	4	3
Male	0	0	1	2

All members are white British which reflects the predominant make up of the practice as a whole.

We don't collect ethnicity information but census data will confirm this statement.

Practice age/sex register as at 29.2.12

Age groups	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Males	109	416	270	200	279	401	400	317	211	37	22
Base	177	365	392	393	370	293	270	205	106	12	5
Percent	61%	114%	69%	51%	75%	137%	148%	155%	200%	318%	473%
Females	95	338	242	203	303	389	414	359	211	62	33
Base	169	345	376	388	369	292	284	262	183	33	23
Percent	56%	98%	64%	52%	82%	133%	146%	137%	115%	189%	141%
Total males	: 2662		Base : 2588				Percent : 103%				
Total females	: 2649		Base : 2723				Percent : 97%				
Total both sexes	: 5311		Base : 5311				Percent : 100%				

2. Steps taken by the Provider to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the Provider took in an attempt to engage that category

- * The variations between Provider population and PRG members
- * How has the Provider tried to reach those groups not represented?

(Component 1)

We are aware that many sections of the patients registered with the practice are not represented on the patient group. We also realize that many people in the under-represented groups are either

- Not regular users of the health centre and so do not feel a connection to the practice or

- Are unable to take on additional commitments perhaps because they are parents of young children or carers

To remedy this, we attempted to create a ‘virtual’ PPG (vPPG). The plan was to create a larger group of patients, a vPPG, whom we would contact occasionally by email asking them to complete a brief on-line survey about aspects of the practice’s service. In July 2011 we wrote to a random sample of 90 patients explaining this as asking if they would be interested. There is a link to the letter and sign up form on the practice website

We had an unusually disappointing response, with only seventeen patients in total expressing an interest, not really enough for a vPPG. But we had also asked patients if they might be interested in joining the ‘real life’ PPG and eleven of them had. We contacted all of them and as a result seven have joined the PPG.

We would still welcome some younger members and more representation from outlying villages, particularly Spaxton.

3. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local patient survey

- * How were the priorities identified and agreed?

(Component 2)

An early task for our newly expanded PPG was to help decide us decide on a topic for a patient survey.

The practice put forward two issues that were priorities in terms of patient services and also asked the PPG for suggestions.

The PPG agreed that the survey should explore patient understanding of and attitude towards the nursing team services at the practice. This was considered the priority because

- The practice is gradually expanding the role of the nursing team and needs to understand patient attitudes for this to be successful
- The PPG felt that patients needed a clearer understanding of the role of different members of the nursing team

The results could inform practice policy about the actual changes being introduced and the publicity surrounding them

4. The manner in which the Provider sought to obtain the views of its registered patients

- * What methodology was used to agree the questions, the frequency, the sample size, distribution methods to ensure the views of all patient are represented and undertake the survey?

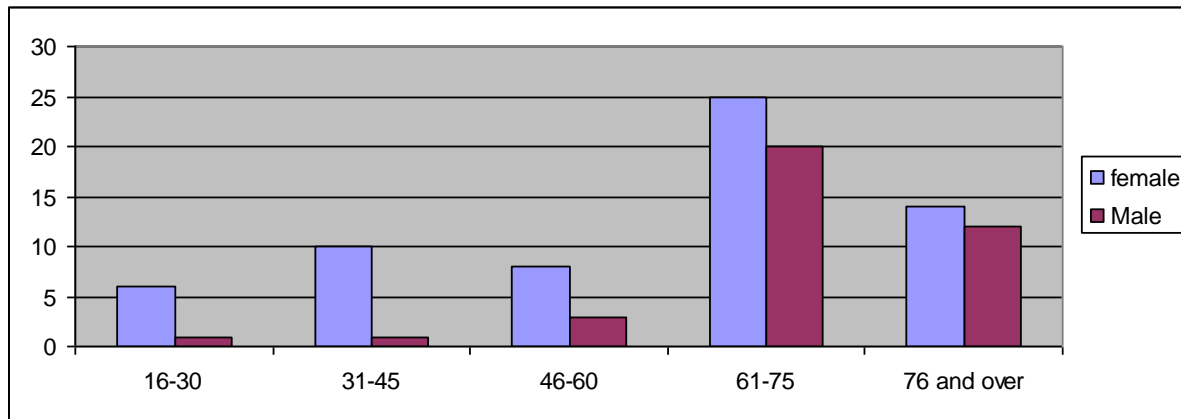
(Component 3)

The PPG required the questionnaire to be simple and brief. Members helped to design the

questionnaire which was handed to patients and distributed with repeat medication during early March 2012.

The group agreed that 100 responses would be an acceptable sample size provided there was some representation from all age groups (over 16y) See chart below.

The predominance of older age groups reflects their predominance as users of the health centre (and perhaps their willingness to fill out questionnaires).



5. Details of the steps taken by the Provider to provide an opportunity for the PRG to discuss the contents of the action plan in Section 7 (of this template)

- * How was the PRG involved in agreeing the action plan?
- * Were there any areas of disagreement, and if so how were these resolved?

(Component 4)

Members of the patient group met with the practice to develop and agree an action plan.

The group

- agreed that the results affirmed patient acceptance of shifting appropriate workload from doctors to the practice nursing team
- the practice should be mindful of the importance of choice to patients
- debated
 - the difficulties of obtaining views of patients who do not often visit the health centre
 - the interpretation of the word ‘urgent’ in the questionnaire. Some patients may have considered it to be synonymous with ‘serious’ and this may have influenced their response
- discussed ways to publicize the patient group and improve the representation of under-represented groups

There were no areas of disagreement

6. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local patient survey

(Component 4)

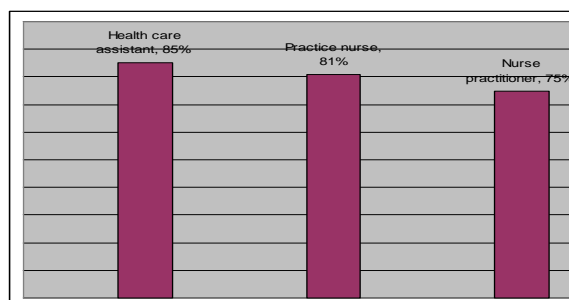
See poster on following page. This is on display within the practice and also available on the practice website

Patient survey March 2012

Thank you to everyone who completed a questionnaire about nursing services at the practice. We had 107 replies and here are the results:

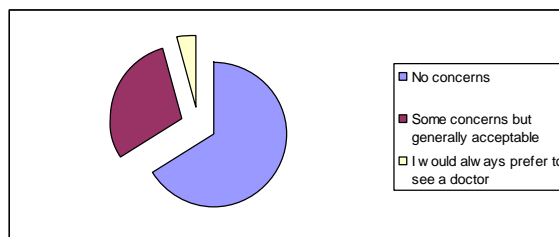
Q1

Do you feel you understand the different roles of the members of the nursing team here at the health centre?



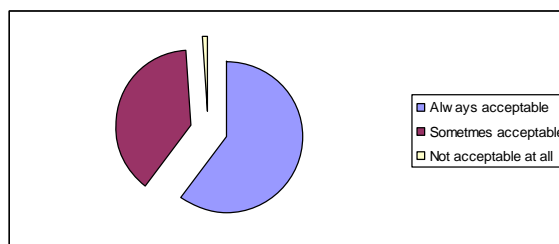
Q2

Some of our nurses are specialists in long term conditions such as asthma, other respiratory diseases and diabetes. How would/do you feel about seeing a nurse rather than a GP in relation to one of these long term condition?



Q3

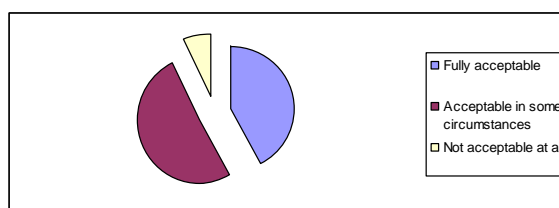
Some of our nurses are trained to deal with minor illnesses such as earache, diarrhoea & vomiting, back pain and many others. How acceptable is it to you to be offered an appointment with a nurse for a minor illness?



Q4

Some other GP surgeries offer a **nurse** appointment to all patients asking for an urgent, same day GP appointment. The nurse would be a highly skilled and qualified nurse practitioner with recourse to a GP if needed.

How acceptable to you is this system?



As a results of this survey, we have agreed the following with our Patient Participation Group

- Convert the nursing team display into a patient information leaflet

- Continue to expand the role of the nursing team whilst being mindful of the importance to our patients of choice
- Produce a regular PPG newsletter which could be distributed to key locations throughout the practice area. This would increase awareness of the PPG and help to engage hard to reach patients

7. Details of the action plan setting out how the finding or proposals arising out of the local patient survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented. Include details of the action which the Provider,

- **and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local patient survey**
- **where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report**

(Component 5)

Action	Why	By whom	By when	Achieved
Translate the nursing team display into a patient information leaflet	The group and other patients had found the display informative and useful. The display cannot be permanent but patients could continue to obtain the information via a leaflet	Practice	31.3.12	
Publish a regular Patient Group newsletter and make this available at key locations within the practice area	To increase awareness of the PPG and its activities To attract new members from under-represented groups As a vehicle to obtain the view of patients who do not often visit the health centre	PPG & practice	30.6.12	
Continue with plans to improve GP availability by transferring appropriate work from doctors to nurses	To improve choice and continuity of care for patients	Practice	30.6.12	

Findings / Proposals or PRG Priority Areas <i>'You said...'</i>	Action to be taken (if no action is to be taken provide appropriate reason) <i>'We did...'</i>	Lead	Timescale	Progress <i>'The outcome was...'</i>

8. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours.

- * Please provide details of the Practice opening hours and how patients are able to make appointments/access services or provide a link to the relevant page(s) of the Practice website where this information can be found

- * The practice is open Monday to Friday, 0800 – 1830. Patients can telephone or call in person to access services
- * www.cannington.gpsurgery.net
- *

9. Where the Provider has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

- * If providing, please confirm details of the extended opening hours provided by the Practice or provide a link to the relevant page(s) of the Practice website where this information can be found
- * **Not applicable**

Date Report Published:This template published 28.3.12

Other patient survey reports published on the website between 23.3.12 and 26.3.12

Web Address of Published Report:

<http://www.cannington.gpsurgery.net/Webdesk/netblast/pages/index.html?id=1222425>

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