

Patient Participation Directed Enhanced Service 2011/12 Template

Practice Details

Practice Name	IntraHealth Tyldesley/Atherton
Practice Code	Y32236
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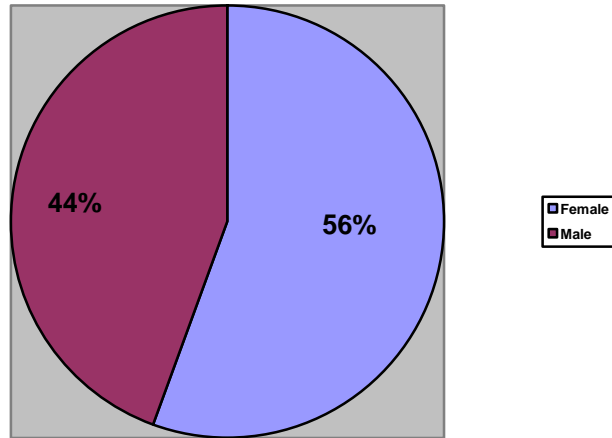
Component One – Develop a Patient Reference Group

Patient Reference Group profile		
Show how the practice demonstrates that the PRG is representative by providing information on the PRG profile		
Number of Face to Face Members	9	
Number of virtual members	287	
Age & Sex breakdown	Male	Female
Under 16 -	22	13
17 – 24 -	18	28
25 – 34 -	21	20
35 – 44 -	13	25
45 – 54 -	15	10
55 – 64 -	11	15

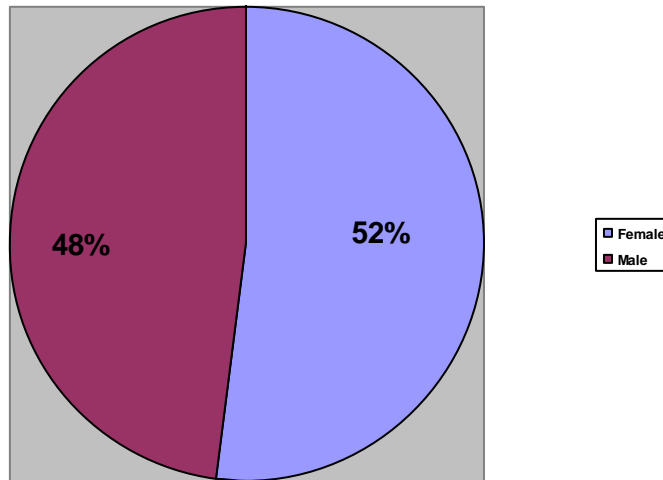
65 – 74 -	27	27
75 – 84 -	9	9
Over 84 -	2	2
Ethnicity		
White	114	132
Mixed		1
Asian or Asian British	5	5
Black or Black British	9	6
Chinese or other ethnic group	10	5
Other (e.g. no of carers/ no of unemployed/retired etc)	Out of the above patients 2 were carers 66 retired 35 unemployed	
Differences between the practice population and members of the PRG		
<p>Please describe variations between the practice population and the PRG.</p> <p>During a practice meeting regarding PRG we decided to choose different categories which our patient fell into.</p> <p>These categories were:</p> <ol style="list-style-type: none"> 1. Cancer Patients 2. Ethnicities 3. Teenagers 4. Over 65's 5. Pregnant Women 6. Learning Disabilities 7. Asylum Seekers <p>It was decided to invite 20% of patients from each group randomly. Our practice population at the time was 3891 and the total patients invited from these groups were 257</p>		

with an additional 30 patients being invited face to face. The grand total being 287 patients.

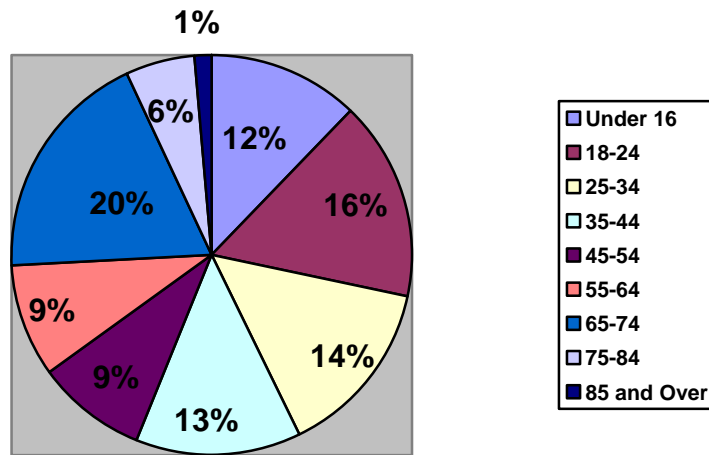
Patient Participation Group by Sex



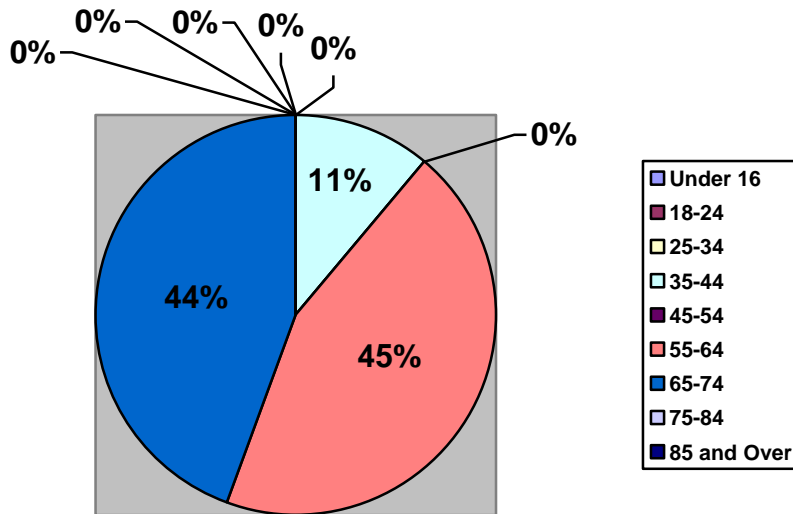
Practice Population Group by Sex



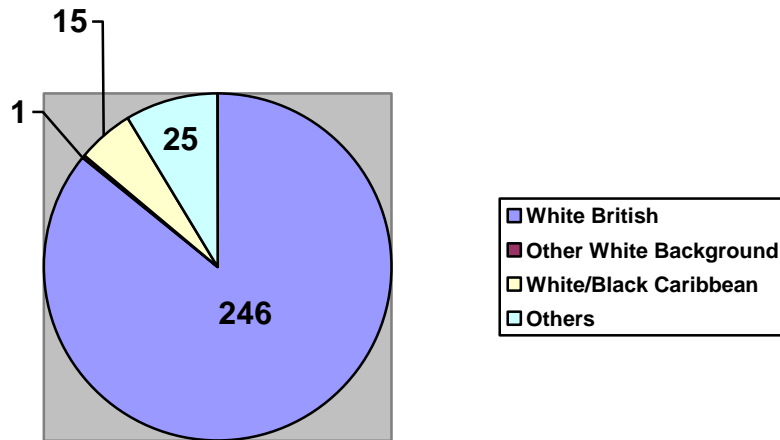
Practice Population Group by Sex



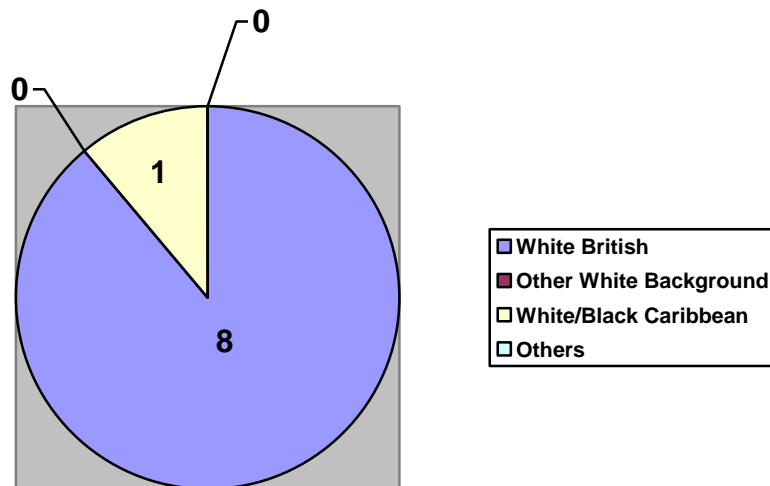
Practice Population Group by Sex



Practice Population Group by Ethnicity



Patient Participation Group by Ethnicity



If there is a variation what did the practice do to ensure that every effort was made to get a representative number of patients on the group?

We invited patients from all groups however it became evident that the 60 + year olds were keen to be involved as they had more time due to retirement and interest. The younger population 18-24 year olds found it difficult to attend the PPG due to other commitments.

Due to the low response from under 35 year olds for the survey, we decided to target this area by giving surveys out face to face, unfortunately we had a low response rate on this, with patients even refusing to fill them in due to time constraints whilst visiting the surgery.

Component Two – Validate the survey and action plan through the local patient participation report

Priorities

Please describe how the PRG agreed what the priorities were e.g. included in the local practice survey.

At our PRG on the 21/2/12 we discussed previous surveys and their results. We informed the PRG patients of the recent survey and asked for any suggestions and comments in order to highlight the main priorities and improvements for the coming year.

Please see **Appendix 1**.



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Component Three – Collate patient views through the use of a survey

Patient Survey

Describe how the questions were drawn up for the survey

We looked at last year's Mori Poll results taking into account comments and suggestions from previous surveys. We also used some ideas from our in house patient surveys ensuring we developed a survey to meet local needs.

Please see **Appendix 2**.



W:\Patient
Participation Group In

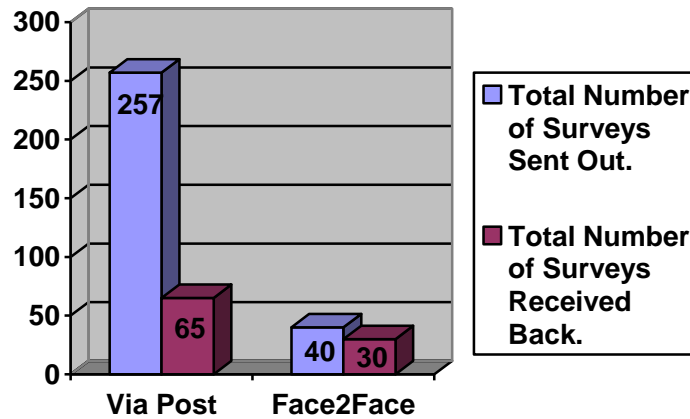
How was the survey conducted? (e.g. how many surveys were distributed, how were they distributed, how many were completed)

287 Surveys sent out via post

40 Face to Face

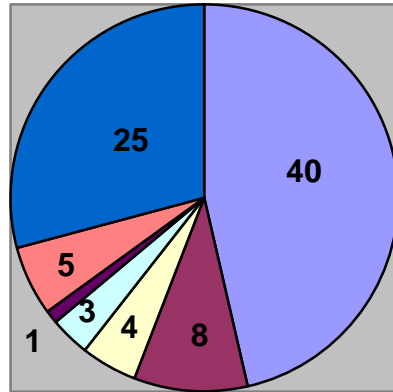
95 Surveys return (30 face to face, 65 via post)

The surveys sent out by post all had a SEA to ensure maximum return rate.



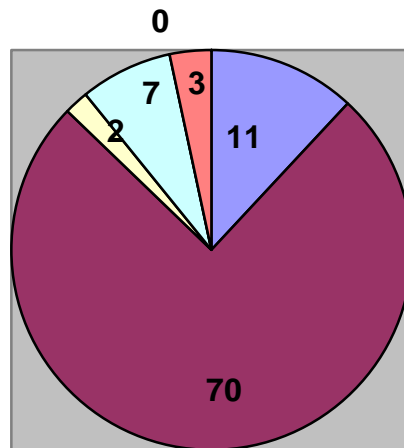
What were the survey results?

Reason why patients could not get an appointment within 2 working days.



- There weren't any appointments
- The appointment times didn't suit me
- Appointments were with a doctor I didn't want to see.
- A Nurse was free but I wanted to see the doctor.
- Another reason.
- No reason was given.
- Cant remember/Not applicable.

Preferred Method of Booking Appointment



- In Person
- By Phone
- By Fax
- Online
- Digital TV
- No Preference

See Appendix 3.



W:\Patient
Participation Group In

Describe any other methods in which the views of registered patients were sought.

Patients discussed their views with reception staff at the desk or in clinical time with a clinician, points that were made were written down by staff members and were discussed before collating the results.

Component Four - Provide the PRG with an opportunity to discuss the survey findings and reach agreement with the PRG on changes to services

Agreed Actions

How did you provide the PRG with the opportunity to comment and discuss the findings of the local practice survey?

It was discussed at our PRG meeting on the 21/2/12 and patients made aware 23 had not received enough questionnaires back to give a full report at this stage. A full report will be given at the next PRG meeting.

The findings/issues so far are as follows:

1. No appointments within 2 working days
2. Newsletter

Were there any disagreements?

The only disagreement so far was that there were not enough appointments within 2 working days.

How were any disagreements resolved?

- Review of appointment system
- Text Messaging/Telephoning to ensure appointment attendance
- DNA – Follow up telephone call/letter

Component Five – Agree an action plan with the PRG and seek PRG agreement to implementing changes

Action plan

How did you agree the action plan with the PRG?

We discussed the findings so far with and with the information we have received so far we discussed where we were, where we wanted to be and how we were going to get there. The group were glad that we were taking action on the main issues.

We also agreed outside of the survey to address the following issues:

- . Telephone recording facility to ensure staff/patient.
- . Segregation/re design of the Tyldesley waiting area

Please see agreed action plan below:

What did you disagree about?

N/A

Are there any contractual considerations to the agreed actions?

N/A

Please include a copy of the agreed action plan including a summary of any further action to be taken

ACTION PLAN

Request	Action to be taken	Practice Lead	Time Frame for Changes	Comments / Achievements
To improve the availability of appointments within 2 working days.	Review of appointment system.	KHT / DC	May/June 2012	In Progress.
	Text/telephone call appointment reminder to be sent the previous day.		April 2012	In Progress, review in one months time.
	Staff to make patients aware they can be seen at both sites.		April 2012	Completed.
Newsletter.	A newsletter to be produced, ensuring patient involvement, to be sent out quarterly.	CF / Patient	April 2012	In Progress.
Telephone recording facility.	Discussions to take place with IT services at the PCT.	KHT	April 2012	

Segregation/re design of the Tyldesley waiting area.	Discussions to take place with the PCT facilities management.	KHT	April 2012	Completed.
Improve access to see regular GP	Recruitment of GPs	H/O /DC/KHT	May/June 2012	In Progress.

Component Six – Publicise actions taken and subsequent achievements

Local patient participation report
Please describe how the report was advertised and circulated Patients were made aware that the report was available to view on our practice website and within the reception area of both sites.
Include a copy of the report
Please provide your website address and a link to where the report is located on the practice website http://www.intrahealth.co.uk/surgeries/tyldesley-health-centre Located under patient information.
Opening Hours

Confirm opening times of the practice premises and method of obtaining access during core hours. This should include arrangements under extended hours where applicable.

Opening Times

Monday	8am - 8pm
Tuesday	8am - 8pm
Wednesday	8am - 8pm
Thursday	8am - 8pm
Friday	8am - 8pm
Saturday	8am - 12 noon
Sunday	CLOSED