

## Patient Participation Group Annual Report – Slaithwaite Health Centre

March 2016

### Profile of Practice Population and PRG

Slaithwaite Health Centre has a practice population of 4894 patients.

48% male

51% female

|                  |     |
|------------------|-----|
| % under 16 years | 21% |
| % 17 – 24 years  | 9%  |
| % 25 - 34 years  | 15% |
| %35 – 44 years   | 14% |
| % 45 – 54 years  | 17% |
| % 55 – 64 years  | 11% |
| % 65 – 74 years  | 8%  |
| % over 75 years  | 5%  |

Slaithwaite Health Centre set up a Patient Participation Group in 2008. There are currently 17 members, some of whom attend the quarterly meetings with others opting to receive the minutes of the meetings only. All patients who are registered at the Practice are welcome to join the group and share their views. From 1<sup>st</sup> April 2015 to 31<sup>st</sup> March 2016, 4 meetings have been held.

The table below is a description of the profile of the Patient Representative Group (PRG) and shows the variation between the practice population and the PRG.

| Age                                    |                                  |             |
|--|----------------------------------|-------------|
|  | Practice population profile      | PRG profile |
| % under 16 years                       | 20%                              | 0%          |
| % 17 – 24 years                        | 8%                               | 0%          |
| %25 – 34 years                         | 10%                              | 7%          |
| %35 – 44 years                         | 14%                              | 28.5%       |
| % 45 – 54 years                        | 16%                              | 18%         |
| % 55 – 64 years                        | 14%                              | 28.5%       |
| % 65 – 74 years                        | 11%                              | 11%         |
| %75 – 84 years                         | 4%                               | 7%          |
| % over 84 years                        | 2%                               | 0%          |
| Ethnicity                              |                                  |             |
| Practice population profile            | PRG profile                      |             |
| White                                  | White                            |             |
| % British Group<br>27% Recorded        | % British Group<br>100% Recorded |             |
| % Irish<br>1% Recorded                 | % Irish<br>0%                    |             |
| Mixed                                  | Mixed                            |             |
| % White & Black Caribbean<br>0%        | % White & Black Caribbean        |             |
| % White & Black African<br>1% Recorded | % White & Black African<br>0%    |             |
| % White & Asian<br>1% Recorded         | % White & Asian<br>0%            |             |
| Asian or Asian British                 | Asian or Asian British           |             |
| % Indian<br>1% Recorded                | % Indian<br>0%                   |             |
| % Pakistan<br>0% Recorded              | % Pakistan<br>0%                 |             |
| % Bangladeshi<br>0% Recorded           | % Bangladeshi<br>0%              |             |
| Black or Black British                 | Black or Black British           |             |
| % Caribbean<br>0% Recorded             | % Caribbean<br>0%                |             |
| % African<br>1% Recorded               | % African<br>0%                  |             |
| Chinese or other ethnic group          | Chinese or other ethnic group    |             |
| % Chinese<br>1% Recorded               | % Chinese<br>0%                  |             |

| Gender                      |     |             |     |
|-----------------------------|-----|-------------|-----|
| Practice population profile |     | PRG Profile |     |
| % Male                      | 49% | % Male      | 35% |
| % Female                    | 51% | % Female    | 65% |

### Steps taken to ensure that the PRG is representative of its registered patients

- The PRG is not representative of the practice population mainly by age group
- The practice has managed to recruit new members which has resulted in a younger representation of the group members
- The practice actively attempts recruitment in the following ways:  
Information notices, posters and messages are displayed in the reception area  
The Practice website encourages involvement and participation  
New patients are informed of the PRG and invited to meetings

During the year the Practice has resourced feedback which is reviewed on a regular basis, from patients via various means:

- Friends and Family Test
- Comments and suggestion box
- Satisfaction Surveys

The group decided on the following projects for the year April 2015 to March 2016:

- Communication with patients
- Appointments
- Carer's Count
- Patient Reference Group Network

### Communications with Patients:

How the Practice communicates information to its patients has been an ongoing issue with the group. In the 3 past the group has suggested that there may be unexplored methods of communicating and interacting with patients.

### Outcomes:

Recently the Practice has been investigating a new E-Consulting Service. This is a service that will run alongside existing services and will enhance existing services by the introduction of a more "triage" based service.

### Appointments:

The experiences of patients, with regards to appointments, are varied and the group had various issues that they wanted to raise:

- Preferred GP
- Appointment length
- Reception staff

**Outcomes:**

**Preferred GP:** Due to the fact that the GPs work part time hours, it is not always possible to see the preferred GP, however, the preferred GP would be offered when possible.

**Appointment length:** Clinicians are now having “catch-up” slots built into their surgeries to improve the pressure on the appointment times and length. It is hoped that this will also alleviate the waiting time for patients seeing the clinicians.

**Reception staff:** There are inconsistencies and variations in what the reception staff are saying to patients. It was felt that the language used by the staff needs to be standardised. This is an education issue that the practice will take forward

**Carer's Count:**

The Practice is actively involved in the Carer's Count programme currently being run by the Greater Huddersfield CCG and Kirklees Council. Carer's Count is an organisation which provides support for carers in terms of helping them to navigate the care system.

A representative from Carer's Count came to the Saturday morning seasonal flu clinics held at the Practice to promote Carer's Count as well as providing advice and support.

The Practice is now a designated “Safe Place” for people with conditions such as dementia and autism and the Practice will be taking an active role in Dementia Awareness week on 16<sup>th</sup> May 2016

**Patient Reference Group Network:**

A member of the group is attending the wider Patient Reference Group Network.

**Funding:**

The Practice shared with the group, the potential impact of cuts to the Practice budget due to the NHSE Equitable Funding Review.