

Stage one: Validate that the patient group is representative

PRACTICE POPULATION PROFILE

Please provide information on the practice profile:

The practice is a GMS Practice with a list size of 6197 patients. We have 3 GP partners 2 full time and 1 part time and 1 part time salaried GP; 3 part time nurses and 9 administration staff which includes 1 practice manager. We provide a range of services to our patients.

More information about our practice and the services we offer is on our website.

PRG PROFILE

Please demonstrate how the practice has ensured that the PRG is representative by providing information on the PRG profile

DIFFERENCES BETWEEN THE PRACTICE POPULATION AND MEMBERS OF THE PRG

Please describe variations between the group and what efforts the practice has made to reach any groups not represented.

Our PRG Members:

4 Females – 1 mixed ethnic origin aged 46 & 3 White aged 30,71 & 65
2 Males - Both White aged 36 & 68

A lot of effort was put into recruiting members for the PRG. We advertised this on our practice website, with posters in the practice and on our LED Display board. Not much response was received from this. We had discussion with the Dr's to see which patients we could call and who would be representative of various backgrounds. A list was compiled which included pregnant women of different ages and background, patients and parents of patients with Learning Disabilities and patients from different ethnic backgrounds and ages. These patients were contacted but again not much interest was shown.

At the first PRG meeting we discussed with members to see if they can talk to other patients and see if they can recruit them to become part of the PRG. We also enlisted the help of our PRG members at our Walk-in Flu Clinics so that we could recruit more members to the PRG and again not much response was had.

Stage two: Validate the survey and action plan through the Patient Participation Report

SURVEY
<p>Please describe how the priorities were set</p> <p>The practice carries out yearly GPAQ questionnaires and therefore did the same this year. The Questionnaires were discussed with the PRG Members to check if they were happy with this or would like to add/remove anything from the questionnaires or create a new one. All members were happy with the questionnaires and therefore we continued with this.</p>
<p>Please describe how the questions were drawn up</p> <p>The questionnaires were pre-populated by In-time Data and were discussed with the PRG before distributing.</p>
<p>Please describe how the survey was conducted?</p> <p>Surveys were given out to patients when they attended for appointments.</p>
<p>What were the survey results?</p> <p>The results were good, patients happy with opening times of practice; ability to get through to the practice; the availability of appointments and are happy with the staff at the practice.</p> <p>Only one area where we scored slightly low on was how quickly patients get to see any Doctor. This maybe because we had a doctor who was off sick but will keep an eye on this.</p>
ACTION PLAN
<p>How did you did you agree the action plan with the PRG?</p> <p>Some action plans were agreed at the first PRG meeting, before the questionnaire was distributed. Further action plans were discussed at the second meeting after the questionnaire; no action plans were agreed in regards to the questionnaire as the PRG were happy with this.</p>
<p>What did you disagree about?</p> <p>There was nothing that we disagreed about.</p>
<p>Are there any contractual considerations to the agreed actions?</p> <p>None</p>
<p>Please include a copy of the agreed action plan</p>
LOCAL PATIENT PARTICIPATION REPORT
<p>Please describe how the report was advertised and circulated</p> <p>The report & questionnaire results will be put on the practice website and on posters in reception. Messages on our LED Display will also advertise to look at the results & reports posted.</p>
<p>Please include a copy of the report and link to your practice website</p>
OPENING TIMES
<p>Please include opening hours and out of hours arrangements in the report</p> <p>Monday 8.30 am - 1.00 pm & 1.30 pm – 9.00 pm Tuesday to Friday 8.30 am – 1.00 pm & 1.30 pm – 6.30 pm</p>