**LOCAL PATIENT PARTICIPATION REPORT**

**Practice Name: \_\_\_\_\_Laburnum Health Centre\_\_\_\_\_\_\_\_ F code: \_\_\_\_\_\_F82051\_\_\_\_\_\_\_\_\_**

**1 Establish a Patient Reference Group (PRG) comprising only of registered patients**

The table below reflects the practice population and the PRG profile by age, ethnic group and gender.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Practice population profile**  | **Number** | **% of total** | **PRG profile**  | **Number** | **% of total** |
| **A G E** |
| % Under 16 | 2285 | 26% | % Under 16 | 1 | 1% |
| % 17-24 | 997 | 11% | % 17-24 | 16 | 12% |
| % 25-34 | 1289 | 15% | % 25-34 | 33 | 25% |
| % 35-44 | 1276 | 14% | % 35-44 | 29 | 22% |
| % 45-54 | 1163 | 13% | % 45-54 | 23 | 17% |
| % 55-64 | 764 | 9% | % 55-64 | 16 | 12% |
| % 65-84 | 931 | 11% | % 65-84 | 15 | 11% |
| % Over 84 | 158 | 2% | % Over 84 | 0 | 0% |
| **E T H N I C I T Y** |
| **White** |  |  | **White** |  |  |
| % British Group | 2031 | 23.2% | % British Group | 90 | 67% |
| % Irish | 36 | 0.4% | % Irish |  |  |
| **Mixed** |  |  | **Mixed** |  |  |
| % White & Black Caribbean | 18 | 0.2% | % White & Black Caribbean |  |  |
| % White & Black African | 18 | 0.2% | % White & Black African |  |  |
| % White & Asian | 4 | 0.05% | % White & Asian |  |  |
| **Asian or Asian British** |  |  | **Asian or Asian British** |  |  |
| % Indian | 66 | 0.8% | % Indian |  |  |
| % Pakistani  | 35 | 0.4% | % Pakistani  | 1 | 0.75% |
| % Bangladeshi | 74 | 0.8% | % Bangladeshi |  |  |
| **Black or Black British** |  |  | **Black or Black British** |  |  |
| % Caribbean | 91 | 1% | % Caribbean | 2 | 1.50% |
| % African | 917 | 10.5% | % African | 18 | 13.53% |
| **Chinese/other ethnic group**  |  |  | **Chinese/other ethnic group**  |  |  |
| % Chinese | 13 | 0.1% | % Chinese | 2 | 1.50% |
| % Any other | 2111 | 24.1% | % Any other | 20 | 15% |
|  |
| % Male | 4288 | 49% | % Male | 45 | 34% |
| % Female | 4464 | 51% | % Female | 88 | 66% |

**a. Process used to recruit to the PRG:**

Posters and leaflets were displayed in the Reception area

An invitation to join the Patient Reference Group was posted onto the Surgery website in July 2011 and has remained there to date and is available for patients to express an interest

**b. Differences between the practice population and members of the PRG:** *describe any differences between the patient population and the PRG profile, what steps the practice took to engage any missing group*

In terms of age the PRG reflects reasonably against the practice population ages barring under 16 which is the practice highest age populations, but as a majority of these will be young children it is not possible to represent that age group in PRG.

Ethnicity there is a lack Asian representation in the PRG group but the two highest individual ethnicities being white and African are both well represent in the PRG.

The practice population between genders is close to 50/50 but the PRG has more than twice as many females as it does males which means the male population is not as well represented. The practice will look to recruit more male patients to the PRG to balance this.

**2 Agree areas of priority with the PRG**

**a. The areas of priority agreed with the PRG:**

The following areas were agreed as priorities to look at, agreed within the practice to start with and added to by PRG members:

Booking appointments in advance

Booking appointments within 48 hours

Speed of answering telephones

Cleanliness of the surgery

Helpfulness of receptionists

Usefulness of telephone triage

GP consultations

Nurses consultations

Overall satisfaction of the surgery

**b. How the priorities were decided:**

It was discussed within the practice what key areas we would like to get feedback back on, these were then sent to the PRG group for comments and they were asked if there were any other key areas they wished to explore that would be added on to the survey.

**3 Collate patient views through the use of a survey**

**a. When was the survey conducted? How was the survey distributed?**

Surveys were sent out between end of October and beginning of December 2013, they were distributed via the practice email account to patients who had expressed an interest in receiving these questionnaire and given to patients in the waiting area.

**b. Which questions in the survey relate to the priorities in (2a)?**

All questions in the survey related to the priority areas set out in section 2a

**4 Provide the PRG with an opportunity to discuss survey findings and reach agreement with the PRG on changes to services**

**a. Describe the survey findings:**

-In terms of appointments a majority of patients felt they were able to book an appointment in advance with only 4% saying they could not, but for booking appointments within 48 hours 20% said they could not, which is an area the practice will need to advertise more

-The survey results show the majority of patients feel we have a good speed for answering telephone calls with 95% saying the speed is good or better

-The overall cleanliness of the surgery has been rated well with 83% answering that it is good and only 3% responding as improvement needed.

-Generally the response of the helpfulness of the reception staff with 96% of responses claiming they were mostly helpful or better.

-For our telephone triage 15% said they have never used and 77% found it useful or better, this is an area that can be looked at to advertise more

-The patient experiences with nurses was very good with 0% claiming to have poor consultation and 90% claiming to have a good consultation or better

-The patient experiences with GP was also positive with 82% claiming to have a good consultation or better

-The overall satisfaction of the GP practice was very positive with 95% of patients answering that there satisfaction with the surgery was good or better and only 3% unsatisfied.

There are some areas around advertising our services we can look to improve on, but overall the response to the survey was very positive, but we will always strive to improve on areas where we can.

**b. Describe how the survey findings were reported to the PRG:**

Survey findings were sent to patients in the PRG via email, all members of the group were asked to feed back any comments they had and any idea based on the survey finding to improve the practice

**c. Changes the practice would like to make in light of the survey findings:** *list each survey outcome and the changes the practice would like to make.*

The practice will be advertising the telephone triage to make patients aware that they will be able to get a telephone appointment with a GP within 48 hours.

Unfortunately there are not a lot of changes we can implement from the survey results as overall the response was quite positive, but we will always look to improve our overall services where ever we feel it is possible.

**d. Recommendations from the PRG based on the survey findings:**

Unfortunately despite sending the results and an email for comments and recommendations for the survey findings no one from the PRG group has made any recommendations regarding the outcome.

 **5 Agree an action plan with the PRG**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Action** (change in practice) | **Person responsible**(to lead the change) | **Completion date**(when the change will be applied) | **Review**(what result the practice/patients saw as a result of the change) |
| 1 | Advertise triage appointments more  | Practice Manager  | 1st April 2014 |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
| 6 |  |  |  |  |

**Update on action plan for 2012/13:** *what result the practice/patients saw as a result of the change(s)*

*There has been an increase in the PPG and PRG since last year with a lot of patients expressing an interest in joining via the practice website, overall the PPG group has tripled in size since last year*

*We have increased awareness of practice website and the minor ailment scheme via advertisement in the practice.*

**6 Additional Information**

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

08:30-19:00 Monday to Friday (inclusive of extended hours) 09:00-18:30 Monday to Friday (excluding extended hours)

 Phone, internet and email (via website)

**b. The times individual healthcare professionals are accessible to registered patients under an extended hours access scheme:**

18:30-19:00 (last appointment)

**7 Publicise actions taken – and subsequent achievement**

**a. Where the report is published:**

website (www.**laburnumhealth**.co.uk)

Signature of behalf of practice:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of signatory: \_\_\_\_\_Linda Franklin\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date:\_\_\_\_\_\_12/2/14\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_