Patient Participation DES - Local Participation Report Template

Document Control

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B. Document Details

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Claughton Medical Centre
Local Patient Participation Report

Date Published: 31st March 2013

A description of the profile of the Practice population and members of the PPG:

Claughton Medical Centre currently has a list size of 9,696 patients with the following profile:

Gender Profile

Total Male 48.30% Female 51.70%

Age Profile
Total under 16 = 19.81%
17-24 = 8.82%
25-34 = 13.73%
35-44 = 14.17%
45-54 = 15.76%
55-64 = 11.10%
65-74 = 9.21%
75-84 = 4.60%
Over 84 = 3.33%

Ethnicity Profile:
White 20.29%
Black 0.12%
Indian 0.23%
Chinese 0.14%
Other (non mixed) 0.01%
Other (mixed) 0.30%
Asian 0.12%
Filipino 0.05%
Spanish 0.01%
Sri Lankan 0.01%
Greek 0.01%
Turkish 0.05%
Estonian 0%
Other (not specified by patient) 0.59%

The remainder have not been Recorded/refused to disclose – Please note we have an issue with regards to recording/coding ethnicity for all patient records, either information not being provided or refusal to supply this information.

Profile of the PPG

There are currently 36 members of our PPG group this also includes the Virtual group, with the following breakdown:

Gender Profile

Total Male 41.17% Female 64.7%

Age Profile
Age 16-24 Nil
Age 24-30 5.5%
Age 30-40 11.11%
Age 40-50 11.11%
Age 50+ 26 72.22%
Ethnicity Profile:
White British 94.4%
White Irish 0%
White/Black Caribbean 0%
White/Black African 0%
White/Asian 0%

White Other 0%
Indian 2.77%
Pakistani 0%
Bangladeshi 0%
Black Caribbean 0%
Black African 0%
Black Other 0%
Chinese 2.77%
Any Other 0%
Not Recorded/refused to disclose 0%

Introduction to the Patient Participation Group

For those Patients new to the Practice and existing Patients this is the second year that we have had a Patient Participation Group. To ensure that all Patients are aware of how our PPG operates we have included an introduction which provides a background to the important role of the Patient Participation Group.

Claughton Medical Centre's PPG initial formation meeting was held in August 2011. This meeting was publicised well in advance. We wrote to patients, put up posters in the practice, and leaflets are made available to any patients attending the Practice. In addition it was discussed and agreed that the practice would also form a virtual group to reach as many demographic sections of the practice population as possible. It was agreed that the virtual and real groups would feed in their views. The PPG was formed as a result of this meeting.

During this second year we have continued to try and expand the group. This has turned out to be quite a difficult task as we have a large number of busy working patients who have been unable to attend the day time meetings. To try and attract more people to join the group we have now introduced evening meetings. We have continued to advertise the group and have had volunteers in the waiting area, notice boards in reception, and advertised the group on our website.

We have managed to retain the original interested patients. We actively encourage a wide range of patients both male and female to try and reflect the ages and cultural diversity of our population.

The group that we feel are the hardest to target are those of working age; one approach that was used was to ask mothers in the baby clinic, who included a wide range of patients from all

backgrounds including working mothers, who were on maternity leave.

We are still actively looking for members to join the group and we continue to look for patients who would be willing to join our virtual patient group. We continue to look for way's to promote opportunities for people from all groups to be involved. We also continue to provide a quarterly newsletter which is published on the website and there are hard copies provided in the waiting area.

http://www.claughtonmc.co.uk/

It is our aim, to provide information to patients about services offered by the Practice; the financial constraints and explanations of Practice policies that effect patient care; to provide feedback from patients in the Practice on various aspects including medical services offered.

To date the PPG has provided an invaluable service to the practice, holding regular meetings. Our PPG is affiliated to the National Association for Patient Participation and continues to play an active and important role in supporting the Practice and it's patients.

The current Practice population is approximately 9692.

The present PPG Committee is formed of three positions:

Chairman
Vice-Chairman
Secretary

The committee is always happy to receive suggestions/comments from other members and also other patients.

Since the PPG was formed, we have held quarterly meetings (including an AGM); these meetings have been held on a wide variety of topics to try and attract the interest of the majority from young families to the elder generation. These meetings are always advertised via posters, the notice board in the practice waiting room and on our public website.

All minutes of meetings are kept on file and are also posted to the website, and the PPG has its own notice board situated in the entrance to the premises.

We also have a suggestion box in the main waiting room for patients to put suggestions forward. These are then discussed with the PPG at the next meeting.

Note – attached documents in PDF file "CMC PPG Supporting Documents.pdf" : Letter of invitation to patients to join PPG; copy of poster placed in Practice; copy of leaflets offered to patients for PPG and Virtual PPG, which were also available from our website.

Priorities for the survey and how they were agreed – Patient Survey – October 2012

The PPG were asked to agree the format for this year's Patient Survey. It was felt that the Practice should repeat the same survey as the previous year in order to make a comparison.

The members of the PPG agreed to the following:-

- The survey to be conducted over a two week period in October
- It was agreed that the Practice would use again the General Practice Assessment Questionnaire (GPAQ) developed by the National Primary Care Research & Development Centre.
- Reception staff to make themselves available to help with the completion of the forms and any patient queries.
- Pens and a completed questionnaire box to be made available at reception.
- Each GP was to give surveys to the patients.
- Surveys were also available on reception.

Method and results of the patient survey

The results of the Patient Survey were sent to the PPG members for comment to agree a clear action plan, and how to implement and prioritise. The results were also added to the website.

The Survey was conducted during October 2012 :
238 responses were received from our patients V 234 received last year. This equates to 2.50% of our patient list.

Please see the attached documents for the comparison with last years results.

Note – attached document in PDF file "CMC Patient Survey 2012 questionnaire.pdf" is the questionnaire that was used. Attached document in PDF file "CMC Patient Survey October 2012 feedback and analysis.pdf" is the analysis and feedback from the survey.

Resulting Action Plan and how it was agreed

Following the analysis of the local patient survey, the action plan was first discussed in detail at a regular Practice Meeting (GPs) .We also emailed the document containing the results and analysis to all members of the virtual group and asked for feedback.
We then agreed an action plan with the PPG.

Note – attached file in pdf format : "PPG Survey Action Plan 2012.pdf"

A description of the findings or proposals that arose from the local Practice survey

Please see the attached Comparison comments on the survey.

Progress made with the Action Plan

You said	We did	The result is
We can't always see the doctors we want to see on the day that we want to see them	Publish doctors' working days to make it clear when particular doctors are or are not working	Yet to be confirmed, but should lead to greater understanding and satisfaction
We feel rushed when in a consultation with any of the doctors	Asked all doctors to advise patients about the availability of longer appointments	Yet to be confirmed – we hope that patients will not feel rushed
The nursing staff are good but they aren't great	Work with the Nursing Team to understand patients' needs. We also hired more staff into the nursing team, including an HCA covering more hours than previously	Yet to be confirmed, but patient confidence in the Nursing Team should increase with the stronger team

A confirmation of the opening hours of the Practice premises and the method of obtaining access to services through the core and extended hours:

Claughton Medical Centre is open Monday – Friday 08:30am – 18:00. The practice offers extended hours on Monday, Tuesday, Wednesday and Thursday evenings 18:30 – 21:00 which offers flexibility of appointment times to our patients.

Patients can make appointments by telephoning, calling into the surgery or on-line. On line repeat prescription requests are also available.

The Practice offers a combination of routine appointments bookable up to two weeks ahead and urgent appointments which can be booked on the day.

We also have a specialist Triage Nurse who is available Monday to Friday between 8:30am and 1:00pm to give telephone advice, triage or see and treat patients. The duty team is also available for morning telephone triage on the day for problems that may not necessitate a visit to the surgery