Add practice logo here if required

**PATIENT PARTICIPATION REPORT**

**2013/14**

Practice Code:

C84660

Practice Name:

Hounsfield Surgery

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| **An introduction to our practice and our Patient Reference Group (PRG)** |
| The current group has been running for some time and over the last year we have lost some of the old members and gained a few new members. Overall we have a few more in total than previous years and we have also gained a few slightly younger members.We have found that if patients are asked by other members of the group or GPs then they are more likely to join.The PPG Group is always advertised on the practice website although I do not feel that we have gained any members because of this. The Surgery and a few members of the PPG Group attended the Sutton-on-Trent festival last year to promote the PPG Group and gained a few members from it. The PPG Group seem keen to attend again this year.The current membership number is 19. |

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| **Establishing the Patient Representative Group**This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile. |
|  | **Practice population profile** | **PRG profile** | **Difference** |
| **Age** |
| % under 18 | 732 | 0 | 732 |
| % 18 – 34 | 556 | 0 | 556 |
| % 35 – 54 | 1106 | 4 | 1104 |
| % 55 – 74 | 1114 | 18 | 1098 |
| % 75 and over | 294 | 2 | 292 |
| **Gender** |
| % Male | 1889 | 10 | 1879 |
| % Female | 1913 | 14 | 1899 |
| **Ethnicity** |
| % White British | 3635 | 24 | 3611 |
| % Mixed white/black Caribbean/African/Asian | 10 | 0 | 10 |
| % Black African/Caribbean | 0 | 0 | 0 |
| % Asian – Indian/Pakistani/Bangladeshi | 11 | 0 | 11 |
| % Chinese  | 8 | 0 | 8 |
| % Other | 138 | 0 | 138 |
| These are the reasons for any differences between the above PRG and Practice profiles: |
| The current group has been running for some time although the PPG has attracted a few new members over the last year they have been in the same age range and ethnicity as the existing members.  |
| In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers: |
| All members of the PPG work or have retired from work. There is not a high level of unemployment in the area. There are no carers in the group.The PPG is made up of patients that possibly have more free time in the evenings and are a bit more confident to voice their opinions at a meeting. |
| This is what we have tried to do to reach groups that are under-represented: |
| The Practice and the PPG attended the village’s festival by having a stall to attract patients over and to enable the PPG members to discuss the group with a large number of people and try to recruit more members. This worked well as additional members were recruited; however they were of the same age as the original members.The Practice has the PPG group on the New Patient Questionnaire and the internet so that new patients are aware of the group and can sign up whenever they want.  |

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| **Setting the priorities for the annual patient survey**This is how the PRG and practice agreed the key priorities for the annual patient survey |
| The Practice is always keen to engage our patients in the delivery and design of services and therefore obtained the view of the PRG.The group was asked at one of the meetings for specific areas that they felt needed to be concentrated on. The Practice was going to be asking patients to complete a dispensing survey at the same time for the DSQS scheme and the patients though this was good because dispensing is a big part of the Surgery. The group also like last year felt that it was appropriate to keep the Surgery looking at issues relating to our patients experience. Therefore decided to concentrate on patient's access to appointments, ability to see GP of their choice and their view of the services they receive from all Clinicians at the practice. It was therefore agreed that we would use the same survey as last year as it was felt that it would be nice to be able to see how we compared to last year’s results. |

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| **Designing and undertaking the patient survey**This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document) |
| How the practice and the Patient Reference Group worked together to select the survey questions:Because the PPG decided that they wanted to have a general questionnaire regarding the patients experience and to compare the results to last year’s survey which is a well-established survey created for GP practices to use. It was agreed that this was the survey that would be used again with the same dispensary survey as last year. |
| How our patient survey was undertaken:The PPG group came into the surgery over a couple of weeks and asked patients to complete the survey regarding the consultation that they were there to attend. They gave the patients the questionnaire prior to them going in for the consultation so that they could complete the sections relating to reception, how easy it is to get through on the phone etc. Once the patient came out of their appointment they completed the section about the doctor they had just been in to see. |
| Summary of our patient survey results:The results that came back from the survey were very positive and above the benchmark in all areas that one was given. The ratings were between 79 – 100. |

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| **Analysis of the patient survey and discussion of survey results with the PRG**This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed: |
| How the practice analysed the patient survey results and how these results were discussed with the PRG:The Practice sent off the questionnaires to be analysed on our behalf and a report was received detailing the practice’s position compared to national benchmarks and then each question was analysed showing how the patient’s answered the questions and how many selected each answer. |
| The key improvement areas which we agreed with the PRG for inclusion in our action plan were:There were two items that were identified. The car parks need to be bigger, ways of asking for repeat medication, not being advised of results from blood tests. |
| We agreed/disagreed about:We agree that the car park needs to be bigger and is being resolved because there is a new development of houses that will be built on the piece of land next to the surgery. With this the builders are giving the surgery a piece of the land for additional car parking spaces. At present the Practice does not know how long it will be before this happens.We agree that patients are not allowed to ask for their repeat medication over the phone. This was changed years ago to try to prevent medication errors. Patients do however have a number of ways in which they can request their repeat medication. They can email, use SystmOnline, drop off their repeat slip, fax and post the repeat slip to the surgery.We agree that patients are not advised of their blood test results if they are normal. All patients are advised when their blood is taken that they will be informed if there are any problems. |

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| **ACTION PLAN** |
| How the practice worked with the PRG to agree the action plan:The Practice discussed the issues with the PPG group and gave the group time to look at the surveys and send an email to the PM if they felt that anything additional needed to be included or they had thought of anything else that the Practice could do. |
| We identified that there were the following contractual considerations to the agreed actions: |
| Copy of agreed action plan is as follows: |
| **Priority improvement area**Eg: Appointments, car park, waiting room, opening hours | **Proposed action**  | **Responsible person** | **Timescale** | **Date completed (for future use)** |
| Car Park | To keep in contact with the developers over the design of the additional car park and to find out when it will be done as it is all still in planning permission. | Practice Manager | One year |  |
| Repeats | Practice to continue to instruct patients on the numerous of ways in which they can request their repeat medication. | All staff | Continuous |  |
| Results | Practice to amend the information that the patient received when they have their blood taken so that they understand that if we do not contact them, they know that everything is ok and that we chase missing results. Patients advised that they can also phone if they are worried and the staff will advise them what the GP has marked their result with i.e. normal  | Practice Nurse and HCA | Continuous |  |

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| **Review of previous year’s actions and achievement** We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year’s survey and action plan: |
| **“You said ……….. We did ………… The outcome was ………”**Last year the practice did not have an action plan as when the survey was discussed with the PPG group they decided that no action plan was required. The items that were discussed by the group and Practice were the fact that a couple of members said that they could hear what was happening in the Doctors room. After a significant discussion with the group it was decided that nothing else could be done as the Practice already has measure in place to combat it. |
| Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year’s action plan these are detailed below:No there were no disagreements between the Practice and the PPG. |

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| **Publication of this report and our opening hours** |
| This is how this report and our practice opening hours have been advertised and circulated:The report was given to all members of the PPG and is on the Practices website.The opening hours of the Practice are on the website, displayed and in the patient leaflet. |

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| **Opening times**These are the practice’s current opening times (including details of our extended hours arrangements) |
| The Practice is open Monday / Tuesday / Thursday / Friday 8:30 - 18:30 and Wednesday 8:30 - 13:00Patients can phone the Practice from 8am |