

Local Patient Participation Report – Slaithwaite Health Centre – March 2014

A. Profile of Practice Population and PRG

- Slaithwaite Health Centre has a total of 4512 patients. Divided between 49% Male and 51% Female. The highest percentage of our patients are aged between 0 and 16, below is a table of how Slaithwaite’s patients are broken down into age groups.

% under 16	21%
% 17 – 24	8%
% 25 – 34	15%
% 35 – 44	14%
% 45 – 54	17%
% 55 – 64	11%
% 65 – 74	8%
% 75 – 84	4%
% over 84	2%

- Slaithwaite Health Centre set up its Patient Participation group in 2011. There are now 11 members (an increase of 1 since last year), most members attend our meetings at the surgery with others opting to receive the minutes of the meeting only. Anyone who is registered with the Practice is welcome to join and share their views. Within the last financial year (April 13 – March 14) the group has held 3 meetings at approximately 3-4 monthly intervals. A patient survey was carried out, the results of which are available to view on our website. The survey was made available to patients in the surgery and was also available to complete on-line via the practice website.

- 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 - 21%	% under 16 0%
% 17 – 24 - 8%	% 17 – 24 0%
% 25 – 34 - 15%	% 25 – 34 9%
% 35 – 44 - 14%	% 35 – 44 9%
% 45 – 54 - 17%	% 45 – 54 18%
% 55 – 64 - 11%	% 55 – 64 9%
% 65 – 74 - 8%	% 65 – 74 45%
% 75 – 84 - 4%	% 75 – 84 9%
% over 84 - 2%	% over 84 0%
Ethnicity	
Practice Population Profile	PRG Profile
White	White
% British Group 90% Recorded	% British Group 100%
% Irish 0.4% Recorded	% Irish 0%
Mixed	Mixed
% White & Black Caribbean 0.9% Recorded	% White & Black Caribbean 0%
% White & Black African 0.1% Recorded	% White & Black African 0%
% White & Asian 0.3% Recorded	% White & Asian 0%
Asian or Asian British	Asian or Asian British
% Indian 0.2% Recorded	% Indian 0%

% Pakistani 0.1% Recorded	% Pakistani 0%
% Bangladeshi 0.1% Recorded	% Bangladeshi 0%
Black or Black British	Black or Black British
% Caribbean 0.2% Recorded	% Caribbean 0%
% African 0.2% Recorded	% African 0%
Chinese or other ethnic group	Chinese or other ethnic group
% Chinese 0.1% Recorded	% Chinese 0%
Gender	
Practice Population Profile	
% Male	49 %
% Female	51%
PRG Profile	
% Male	36%
% Female	64%

B. 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 group established is a physical PRG which meets at the surgery. It was decided early on not to establish a virtual PRG (although those patients consenting to emails are sent invitations to meetings and copies of the minutes).
- The practice has managed to recruit one new member this year.
- Attempts were made to recruit as below:
 - Messages/Information notices were placed on the notice boards in reception (appendix 1)
 - Letters were sent out on an ad-hoc basis to target hard to reach patients i.e. younger patients (teenagers) to inform them and encourage participation (appendix 2).
 - The Practice Website encourages involvement/participation.
 - New patients are informed of the PRG and invited to the meetings.

C. Discussions Regarding Contents of Practice Survey

Patient priorities were discussed in the quarterly PRG meetings. A survey was composed by Dr James Ward using Survey Monkey. The PRG were provided with a draft copy of the proposed questionnaire at their meeting on 12/12/13. The survey was then amended to the satisfaction of the group before being distributed.

- Care Quality Commission (CQC) was discussed and also previous GP patient surveys to make sure all criteria were met.

D. Patient Involvement

- The survey was available for patients to complete on-line via the Practice website.
- Paper copies were also available from the surgery for those patients without access to the internet.
- The survey was conducted throughout January and February 2014.
- The response to the survey was better than last year - 62 responses were completed and returned.
- In addition to the website surveys, the data from all hard copies was also input on-line and the results were collated accordingly. The results were analysed via Survey Monkey and the main points were then discussed at the PRG meeting on 10/03/14.
- The results of the Patient Survey 2013 – 2014 are available to view on our Practice website and in the surgery waiting room.

E. Action Plan Discussions

- The results of the survey were discussed at the PRG meeting on 10th March 2014. The following action plan was agreed by the group.

F. Action Plan

Area for Improvement	Action	Owner	Completion Date	Review Date If required
Educational Events	Dr Ward has agreed to set up educational evenings for patients to include such things as CPR, First Aid and diabetes	Dr James Ward	Ongoing	NA

G. Practice Survey Results – See summary appendix 3 (also available on the practice website www.slaithwaitehealthcentre.co.uk)

H. Progress made with the Slaithwaite Health Centre Action Plan

- A summary of the progress as of March 2014 is:

You said...	We did...	The result is...
You Requested Educational Events	Dr Ward is in the process of setting this up. Information will be provided when available.	Ongoing

I. Confirmation of the opening times

- Questions regarding access to the surgery were included in the survey. Surgery opening times are as set out below and are included in the patient leaflet and online on the practice website:

Doctors' Surgery Consulting Times

Tuesday, Wednesday & Friday 8.30am – 6.30pm

Monday & Thursday 8.30am – 8.00pm

Saturday (first of the month) 8.30am – 11.30am

Nurses' Consulting Times

Monday 8.30am – 5.30pm

Tuesday 8.30am – 5.00pm

Wednesday 8.30am – 5.30pm

Thursday 8.30am – 7.00pm

Friday 8.30am – 5.30pm

J. Extended Hours Access

- There are extended hours surgeries for doctors and nurses on Monday & Thursday.
- Telephone lines are open Monday & Thursday 8.00am – 6.30pm and Tuesday, Wednesday & Friday 8.00am – 6.00pm
- No changes were made to the practices surgery times following feedback from the patient questionnaire.

Information regarding opening hours is updated on the practice website www.slaithwaitehealthcentre.co.uk and added to the Power Point presentation within reception.

K. Availability of information

- This report has been added to the Slaithwaite Health Centre website at www.slaithwaitehealthcentre.co.uk
- It will be discussed at the next PRG anticipated to be in June 2014.
- Copies will be provided in reception for patients to peruse.
- It will also be made available to CQC when the practice receives an inspection.

Slaithwaite Health Centre

PATIENT REFERENCE GROUP



THE PRACTICE WISHES TO ESTABLISH A GROUP OF PATIENTS WHO ARE WILLING TO CONTRIBUTE SOME OF THEIR TIME TO THE DEVELOPMENT OF THE PRACTICE AND ITS HEALTH SERVICES.

We are especially keen to make sure that the group is fully representative of our patients and therefore invite anyone with an interest to enquire about joining.

Please ask to see the Practice Manager/Operational Manager for more information

We anticipate that the group will meet about **4** times a year, but arrangements will also be made for members of the group who are not able to attend in person, but feel that they would like to contribute.

We are happy for new members to come forward at any time.

THANK YOU!



PATIENT NOTICE

**ARE YOU INTERESTED IN JOINING
SLAITHWAITE HEALTH CENTRE'S
PATIENT PARTICIPATION
GROUP??**

**FOR FURTHER DETAILS PLEASE
ASK AT RECEPTION**



Appendix 2

Slaithwaite Health Centre

Date as postmark

Dear Participant

In order to help us continually improve the services we offer at, we would be grateful if you could complete this short survey. Getting your feedback is essential to us in trying to meet the needs of our patient population.

We welcome any further suggestions or comments you may have, so please feel free to add these. Once completed, please return the survey directly to one of our receptionists, or in the envelope provided.

This survey is also available to complete on-line at www.slaithwaitehealthcentre.co.uk.

Yours sincerely

For and on behalf of Drs Shamsee & Ward

Enc

Appendix 3

Slaithwaite Health Centre Survey 2013/2014

1. When did you last see a Doctor or Nurse at the GP Surgery

Answer Options	Response Percent	Response Count
In the past 3 months	79.0%	49
Between 3 and 6 months ago	9.7%	6
Between 6 and 12 months ago	11.3%	7
<i>answered question</i>		62
<i>skipped question</i>		0

2. In the past 6 months have you needed an appointment to see a Doctor or Nurse fairly quickly? (by fairly quickly we mean on the same day or in the next two weekdays that the surgery was open)

Answer Options	Response Percent	Response Count
Yes	80.6%	50
No	17.7%	11
Can't remember	1.6%	1
<i>answered question</i>		62
<i>skipped question</i>		0

3. Think about the last time you needed to see the Doctor or Nurse fairly quickly. Were you able to see a doctor on the same day or within the next two weekdays that the surgery was open?

Answer Options	Response Percent	Response Count
Yes	91.8%	56
No	3.3%	2
Can't remember	4.9%	3

<i>answered question</i>	61
<i>skipped question</i>	1

4. If you weren't able to be seen by a Doctor or Nurse during the next 2 weekdays that the surgery was open, why was that?

Answer Options	Response Percent	Response Count
There weren't any appointments	27.3%	3
Times offered didn't suit	18.2%	2
Appointment was with a Dr who I didn't want to see	9.1%	1
A nurse was free but I wanted to see a Dr	27.3%	3
Can't remember	18.2%	2
Other (please specify)		0
<i>answered question</i>		11
<i>skipped question</i>		51

5. In the past 6 months have you tried book ahead for an appointment with a Doctor or Nurse? (by booking ahead we mean booking an appointment more than 2 weekdays in advance)

Answer Options	Response Percent	Response Count
Yes	59.7%	37
No	35.5%	22
Can't remember	4.8%	3
<i>answered question</i>		62
<i>skipped question</i>		0

6. Think about the last time you tried to get an appointment with a Doctor or Nurse more than 2 weekdays in advance were you able to get an appointment more than 2 days in advance?

Answer Options	Response Percent	Response Count
Yes	77.6%	45

No	10.3%	6
Can't remember	12.1%	7
answered question		58
skipped question		4

7. When asking for an appointment are you happy to see a nurse practitioner who can diagnose conditions and prescribe medications?

Answer Options	Response Percent	Response Count
Yes	85.5%	53
No	14.5%	9
answered question		62
skipped question		0

8. Have you used Accident and Emergency services at a hospital in the last 12 months

Answer Options	Response Percent	Response Count
Yes	32.3%	20
No	67.7%	42
answered question		62
skipped question		0

9. If you have used accident and emergency services why was this?

Answer Options	Response Percent	Response Count
Accident and Emergency seemed the most appropriate place to go	63.2%	12
The surgery was closed	47.4%	9
I was unable to get an appointment at the surgery	10.5%	2
Other (please specify)		3
answered question		19

skipped question 43

Number	Response Date	Other (please specify)	Categories
1	Mar 9, 2014 11:44 AM	requested to go by GP	
2	Mar 9, 2014 11:34 AM	advised to go as possible broken foot GP sent me	
3	Mar 8, 2014 5:05 PM	up	

10. Have you used the out of hours service (Local Care Direct) in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	12.9%	8
No	87.1%	54
<i>answered question</i>		62
<i>skipped question</i>		0

11. If you have used accident and emergency services or the out of hours service in the last 12 months is there anything the surgery could have done to prevent this?

Answer Options	Response Percent	Response Count
No, accident and emergency/out of hours service was the most appropriate service for my problem	95.7%	22
Yes by providing better minor injuries services	4.3%	1
Yes by increasing opening hours	8.7%	2
Yes by improving access to appointments	4.3%	1
Yes by other means (please enter into free text box below)	0.0%	0
Other (please specify)		0
<i>answered question</i>		23
<i>skipped question</i>		39

12. Have you, a relative or a friend been admitted to hospital in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	45.2%	28
No	54.8%	34
<i>answered question</i>		62
<i>skipped question</i>		0

13. If so were there any needs not met in the community that you feel could have prevented hospital admission?

Answer Options	Response Percent	Response Count
Yes	0.0%	0
No	100.0%	31
Needs that could have been met		0
<i>answered question</i>		31
<i>skipped question</i>		31

14. We are considering running some evening events on health related issues. Is this something you would be interested in and if so what areas would be of interest to you?

Answer Options	Response Percent	Response Count
Yes	33.9%	19
No	66.1%	37
Areas that would be of interest		10
<i>answered question</i>		56
<i>skipped question</i>		6

Number	Response Date	Areas that would be of interest	Categories
1	Mar 9, 2014 11:10 AM	blood and blood transfusions	

2	Mar 9, 2014 11:05 AM	Men's Health
3	Mar 9, 2014 10:56 AM	to be able to assist people in emergencies and have an all round awareness
4	Mar 9, 2014 10:52 AM	general health, weight related
5	Mar 8, 2014 6:29 PM	diabetes, mental health, dementia
6	Mar 8, 2014 5:53 PM	chronic pain
7	Mar 8, 2014 5:04 PM	depression
8	Mar 8, 2014 4:57 PM	baby/child first aid
9	Jan 7, 2014 4:22 PM	COPD
10	Jan 7, 2014 10:22 AM	Diet and nutrition

15. How satisfied are you with the opening hours at the surgery?

Answer Options	Response Percent	Response Count
Very satisfied	65.5%	38
Fairly satisfied	27.6%	16
Neither satisfied nor dissatisfied	3.4%	2
Quite dissatisfied	1.7%	1
Very dissatisfied	0.0%	0
Don't know the opening hours	1.7%	1
<i>answered question</i>		58
<i>skipped question</i>		4

16. Last time you saw a Doctor or Nurse at the surgery how good did you find the Doctor or Nurse at each of the following?

Answer Options	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Response Count
Giving you enough time	38	17	1	1	0	1	58
Asking about your symptoms	38	15	3	1	0	1	58
Listening	37	17	2	1	0	1	58
Explaining tests and treatments	33	17	5	1	0	2	58
Involving you in decisions about your care	33	15	5	2	0	1	56
Treating you with care and concern	38	15	2	2	1	0	58
Taking your problems seriously	36	14	3	2	0	2	57

<i>answered question</i>	58
<i>skipped question</i>	4

17. In general, how satisfied are you with the care you get at the surgery?

Answer Options	Response Percent	Response Count
Very satisfied	79.7%	47
Fairly satisfied	13.6%	8
Neither satisfied nor dissatisfied	5.1%	3
Quite dissatisfied	1.7%	1
Very dissatisfied	0.0%	0
<i>answered question</i>		59
<i>skipped question</i>		3

18. Would you recommend the Surgery to someone who has just moved to your local area?

Answer Options	Response Percent	Response Count
Yes	89.8%	53
Might	3.4%	2
Not sure	5.1%	3
Probably not	1.7%	1
Definitely not	0.0%	0
Don't know	0.0%	0
<i>answered question</i>		59
<i>skipped question</i>		3

19. Are you male or female?

Answer Options	Response Percent	Response Count
Male	30.5%	18

Female	69.5%	41
<i>answered question</i>		59
<i>skipped question</i>		3

20. How old are you?

Answer Options	Response Percent	Response Count
under 18	1.7%	1
18-24	10.2%	6
25-34	13.6%	8
35-44	20.3%	12
45-54	22.0%	13
55-64	13.6%	8
65-74	13.6%	8
75-84	5.1%	3
85 and over	0.0%	0
<i>answered question</i>		59
<i>skipped question</i>		3

21. Which of the following categories best describes your employment status?

Answer Options	Response Percent	Response Count
Employed, working 1-30 hours per week	20.3%	12
Employed, working 30 or more hours per week	40.7%	24
Not employed, looking for work	0.0%	0
Not employed, NOT looking for work	3.4%	2
Retired	22.0%	13
Permanently sick or disabled	1.7%	1
Looking after the home	8.5%	5
Doing something else	3.4%	2
<i>answered question</i>		59
<i>skipped question</i>		3

22. What is your ethnic group?

Answer Options	Response Percent	Response Count
White British	89.8%	53
White Irish	1.7%	1
Any other white background	5.1%	3
White and Black Caribbean	1.7%	1
White and Black African	0.0%	0
White and Asian	0.0%	0
Any other Mixed background	0.0%	0
Indian	0.0%	0
Pakistani	0.0%	0
Bangladeshi	0.0%	0
Any other Asian background	0.0%	0
Caribbean	0.0%	0
African	0.0%	0
Any other Black background	0.0%	0
Chinese	1.7%	1
Any other ethnic group	0.0%	0
<i>answered question</i>		59
<i>skipped question</i>		3