

Local Patient Participation Report Slaithwaite Health Centre

1. Profile of practice population and PRG

- Slaithwaite Health Centre has a total of 4373 patients. These are split roughly 50/50 between male and female. The highest percentage of our patients are aged under 16 (20.6%).
- Slaithwaite Health Centre set up its Patient Participation group in 2011. There are now 10 members and anyone who is registered with the Practice is welcome to join and share their views. To date the group has held 7 meetings at approximately 3 monthly intervals. A patient survey was carried out earlier this year, the results of which are available to view on our website. The survey was made available to patients to complete on-line via the surgery website and hard copies were also available in the surgery.
- Below is a description of the profile of the Patient Representative Group (PRG) and if the PRG is representative of the practice population.

Information on the practice profile:

Practice population profile	PRG profile	Difference
Age		
% under 16 20.6	% under 16	
% 17 – 24 9.3	% 17 – 24	
% 25 – 34 13.8	% 25 – 34 10.0	
% 35 – 44 15.3	% 35 – 44 10.0	
% 45 – 54 16.7	% 45 – 54 20.0	
% 55 – 64 10.8	% 55 – 64 20.0	
% 65 – 74 7.4	% 65 – 74 30.0	
% 75 – 84 3.5	% 75 – 84 10.0	
% over 84 1.9	% over 84	
Ethnicity		
White	White	
% British Group 89.0	% British Group 100.0	
% Irish 0.5	% Irish	

Practice population profile	PRG profile	Difference
Mixed	Mixed	
% White & Black Caribbean 0.9	% White & Black Caribbean	
% White & Black African 0.1	% White & Black African	
% White & Asian 0.3	% White & Asian	
Asian or Asian British	Asian or Asian British	
% Indian 0.2	% Indian	
% Pakistani 0.1	% Pakistani	
% Bangladeshi 0.1	% Bangladeshi	
Black or Black British	Black or Black British	
% Caribbean 0.2	% Caribbean	
% African 0.2	% African	
Chinese or other ethnic group	Chinese or other ethnic group	
% Chinese 0.1	% Chinese	
% Any other 1.2	% Any other	
Gender		
% Male 48.8	% Male 40.0	
% Female 51.2	% Female 60.0	
Differences between the practice population and members of the PRG.	<ul style="list-style-type: none"> The PRG is not representative of the Practice Population as a whole (mainly by age group). To try to address this letters were sent to target underrepresented groups, i.e. teenagers 	

- 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).
- To promote its existence the patient group was advertised using:
 - Posters in the waiting room (Appendix 1).
 - Text messages were also sent to those patients who had given consent to receive them.
 - Letters were sent to target underrepresented groups, i.e. teenagers, to both inform them and encourage their participation (Appendix 2).

2. Local practice survey

Patient priorities were discussed in the quarterly PRG meetings (minutes of which can be viewed on the website). Our patient 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 18/12/12. The survey was then amended to the satisfaction of the group before being distributed.

- The survey was available for patients to complete on-line via the Practice website. Paper copies were also available for those patients without access to the internet.
- The survey was conducted throughout January and February 2013, during which time the questionnaire was added to the Practice website. Text messages were sent to patients to advertise the availability of the survey on-line. Copies were made available to patients visiting the surgery. Certain age groups of the practice population were targeted by post. Surveys were sent to a cohort of those aged between 16 – 24, 30 – 40 and 50 – 60. Self stamped addressed envelopes were enclosed with these postal questionnaires to encourage participation.
- 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 21/03/13.
- The response to this year's Patient Survey was relatively poor. Only 55 questionnaires were completed in total.
- The results of the Patient Survey 2012 – 2013 are available to view on our Practice website.

3. Action Plan

- The results of the survey were discussed in detail at the PRG meeting on 21/03/13. The results, along with the attendee's thoughts and comments, were then used to develop the following action plan:

Area for Improvement	Action	Owner	Progress to date	Review Date (if required)
Our survey showed that 86% of patients were happy to see a Nurse Practitioner. This is very encouraging and our Nurse Practitioner capacity could be increased in addition to the cover already provided by our GPs.	Increase Nurse Practitioner capacity at the surgery.	Dr Ward/Kelda Childs	Nicola Bagshaw to increase her sessions as from April 2013.	None required
Our survey showed that our text messaging service is well utilised with 59.3% of the	Look at how the text reminders are set up in the clinical system and the possibility of	Kelda Childs	Text messaging reminders are working well to date, but the set up in SystemOne needs	June 2013

respondents using it. However, it was suggested that the system remind patients of their appointments 1 day before, as well as at the time of booking.	sending texts 1 day before a booked appointment.		refining.	
Our survey showed a mixed response as to how long patients thought it was reasonable to wait in the waiting room to see a clinician. It was suggested that GPs add a 20 minute break to their surgeries to allow time to catch up from over-running consultations. It was also suggested that patients be informed if a clinician is running more than 30 minutes behind.	Dr Ward to approach clinical staff to ascertain who would be interested in adding a 20 minute break to their surgeries. Kelda Childs to ask reception staff to inform patients should a clinician be running more than 30 minutes behind.	Dr Ward/Kelda Childs	Receptionists informed at Admin meeting on 27/03/13.	June 2013
Our survey showed that 63% of patients were very satisfied with the opening hours at the surgery. However, it was felt that there was still room for improvement with the extended hours coverage. It was also mentioned that patients were unsure as to which dates the Saturday am clinics were provided on.	A Saturday morning clinic to be provided on the first Saturday of every month (making it easier to remember). The Thursday late opening to continue and an additional late night to be provided on a Monday night.	Dr Ward/Kelda Childs	A surgery is scheduled for Saturday 6 th April and the first Saturday of the month following this. The extra Monday provision will commence from 8 th April.	None required

4. Progress made with the action plan

A summary of the progress as of March 2013 is:

You said...	We did...	The result is...
We're happy to see a Nurse Practitioner (86%)	Increase the Nurse Practitioner availability as of April 2013	No result as yet – The increased capacity will commence from April 2013, after which time the popularity of the clinics will be assessed.
We'd like a text reminder about our appointment 1 day before, as well as at the time of booking	Look at the set up of the text messaging reminders in SystmOne	No result as yet, but this is anticipated to be something that can easily be arranged within SystmOne
We'd like to be informed if a clinician is running more than 30 minutes behind	Ask all receptionists to inform patients in the waiting room if a clinician is running more than 30 minutes behind	Patients will be told of any delay and will then be able to make the decision as to whether they remain waiting or they wish to rebook
We're satisfied with the opening hours, but there is room for improvement and we're confused as to the dates of the Saturday morning surgeries.	Provide a surgery on the first Saturday of every month (making it easier to remember) Continue the Thursday late opening and provide an additional late night on a Monday	Extra extended hours coverage

5. Confirmation of the opening times

- The opening hours of the Practice from April 2013 are as follows:

GP consulting times:

Tuesday, Wednesday & Friday 8.30am – 6.30pm

Monday & Thursday 8.30am – 8.00pm

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

Nurse 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

There are extended hours surgeries provided on a Monday and Thursday evening 6.30pm to 8.00pm and on a Saturday morning (first of the month) 8.30am to 11.30am.

6. 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 meeting (date yet to be confirmed).
- Hard copies will be made available in the waiting area for patients to peruse.
- It will also be made available to CCQ when the Practice is visited later in the year.

PATIENT NOTICE

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

**FOR FURTHER DETAILS PLEASE
ASK AT RECEPTION**



**DRS SHAMSEE, WARD, WILDING &
ASSOCIATES**

**Slaithwaite Health Centre
New Street, Slaithwaite, HD7 5AB
Tel: 01484 846674 Fax: 01484 841602**

Date

Have Your Say

As a patient at Slaithwaite Health Centre we value your views and would welcome your comments on setting priorities for the surgery.

Your views could be relating to the services we provide or the facilities that you use or about the staff in the health centre.

To help us do this we have put a link from our web-site where you can easily give us your feedback.

Alternatively please complete the information attached.

If you are also interested, please let our Practice Manager know if you would like to become a member of our Patient Participation Group. It is a friendly and welcoming group that meets up on an evening, once every two months.

Thank-you for your support

Dr James Ward

Dr Yusuf Shamsee

Dr Paul Wilding

Partners: Dr Yusuf Shamsee, Dr James Ward, Dr Paul Wilding
Associate GP's Dr Gemma Simcox, Dr James Morton, Dr David Shutt, Dr Rachel Tomlinson
Operational Manager Debra Whitehead
Website www.slaithwaitehealthcentre.co.uk