

Local Patient Participation Report Slaithwaite Health Centre

1. Profile of practice population and PRG

- Slaithwaite Health Centre has a total of 4177 patients. These are split roughly 50/50 between male and female. The highest percentage of our patients are aged under 16 (22.2%).
- Slaithwaite Health Centre set up its Patient Participation group in 2011. There are now 13 members and anyone who is registered with the Practice is welcome to join and share their views. To date the group has held 3 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 by post and in the surgery and was also available to complete on-line.
- 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 22.2	% under 16	
% 17 – 24 8.9	% 17 – 24	
% 25 – 34 13.1	% 25 – 34 23.1	
% 35 – 44 15.5	% 35 – 44 7.7	
% 45 – 54 17.0	% 45 – 54 15.4	
% 55 – 64 10.7	% 55 – 64 23.0	
% 65 – 74 7.0	% 65 – 74 30.8	
% 75 – 84 3.8	% 75 – 84	
% over 84 1.5	% over 84	
Ethnicity		
White	White	
% British Group 86.9	% British Group 84.6	
% Irish 0.4	% Irish	

Practice population profile	PRG profile	Difference
Mixed	Mixed	
% White & Black Caribbean 1.2	% White & Black Caribbean	
% White & Black African 0.1	% White & Black African 7.7	
% White & Asian 0.5	% White & Asian	
Asian or Asian British	Asian or Asian British	
% Indian 0.4	% Indian 7.7	
% Pakistani 0.1	% Pakistani	
% Bangladeshi 0	% Bangladeshi	
Black or Black British	Black or Black British	
% Caribbean 0.3	% Caribbean	
% African 0.1	% African	
Chinese or other ethnic group	Chinese or other ethnic group	
% Chinese 0.1	% Chinese	
% Any other 0.1	% Any other	
9.0 ethnic category not stated		
Gender		
% Male 49.0	% Male 38.5	
% Female 51.0	% Female 61.5	
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.
- 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

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 08/12/11. 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 2012, 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 01/03/12.
- 76 questionnaires were completed in total. 106 were distributed to targeted groups by post, plus those accessed on-line and in the surgery itself.

3. Action Plan

- The results of the survey were discussed in detail at the PRG meeting on 01/03/12. The results, along with the attendee's thoughts and comments, were then used to develop an action plan:

Area for Improvement	Action	Owner	Progress to date	Review Date (if required)
<u>Results:</u> Dissemination of result information to patients, e.g. blood tests/X-rays	Investigate possibility of sending text messages to patients regarding results (if consent given)	KC	Investigation currently on-going – concerns regarding confidentiality	June 2012
<u>Information:</u> Practice Website	Redesign website using a different provider	KC	Notification to terminate current contract has been given New provider is currently preparing a demo website	June 2012
<u>Appointments:</u> Ability to book appointments on-line	Visit a surgery which currently utilises on-line booking – working model Re-design website (as above) to incorporate on-line booking	KC	Visit made 15/03/12 Website currently being re-designed	June 2012

4. Progress made with the action plan

A summary of the progress as of 31 March 2012 is:

You said...	We did...	The result is...
Would like to know the result of all tests, e.g. bloods, even if this result is normal	Discuss the possibility of sending different SMS messages from the patient's notes, dependent upon test results	No result as yet – still investigating the possibility of sending SMS messages to consenting patients within SystemOne
Practice website is inadequate and should be brought in-line with that of Oaklands Health Centre	Give notice to terminate our contract with current provider Contact the provider of Oaklands' website	New provider is currently preparing a demo website
Would like the ability to be able to book appointments on-line	Visit a surgery which currently utilises on-line booking – working model Make steps to re-design website (as above) which will incorporate the ability to book appointments on-line	Working model has been observed New provider is preparing a demo website to include the facility to book appointments on-line

5. Confirmation of the opening times

- Our survey did not specifically ask about access, opening hours or extended hours.
- The opening hours of the Practice are as follows:

GP consulting times:

Monday, Tuesday, Wednesday & Friday 8.30am – 6.30pm

Thursday 8.00am – 8.00pm

Saturday (alternate) 8.30am – 11.30am

Nurse consulting times:

Monday 8.30am – 5.00pm

Tuesday 8.30am – 5.00pm

Wednesday 8.30am – 4.00pm

Thursday 8.30am – 4.00pm

Friday 9.00am – 5.30pm

There are extended hours surgeries provided on a Thursday evening 6.30pm – 8.00pm and on a Saturday morning (alternate Saturdays) 8.30am – 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 registers 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
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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