

DICKENS PLACE SURGERY

PATIENT PARTICIPATION REPORT 2012-2013

In June 2011 Dickens Place Surgery invited patients to join our Patient Group. At the same time, the surgery set up its own website and this was one of the methods used to publicise the group. The website enclosed an application form for completion and email back to the surgery. Application forms for patients to complete were positioned in the surgery waiting room and at the reception desk. Posters were displayed throughout the surgery. Further information was included on repeat prescriptions and included in our quarterly newsletters. Recruiting patients to sign up proved somewhat challenging. Eight patients signed up to join the group.

During 2012/2013 the practice continued to advertise for patients to join the group, again using similar methods as in the previous year. We consulted our patient group for ideas on recruiting new members. It was suggested that we approach our neighbour, the local primary school, to advertise there and perhaps attract younger members to the group. Newland Spring Primary School kindly displayed our posters.

At the time of our last report in 2012 the group had eight members. During the past year we have added six more patients to our group. Unfortunately one member resigned, and so we now have thirteen patients who have signed up for the group.

Details and comparisons of ethnicity, age and gender are demonstrated in the tables below:

AGE

Practice Population Profile			Patient Group Profile		Representation
Age Band	Number of Patients	% of Patients	Number of Patients in PPG	% in PPG Group	% of PPG representation in comparison to Practice Population Age Band
Under 15	1101	18.48%		0%	0%
15-24	640	10.74%		0%	0%
25-34	737	12.37%		0%	0%
35-44	856	14.37%	2	15%	0.23%
45-54	979	16.43%	1	8%	0.10%
55-64	712	11.95%	5	38%	0.70%
65-74	469	7.87%	2	15%	0.43%
75-84	317	5.32%	3	23%	0.95%
Over 84	147	2.47%		0%	0.00%
Totals	5958	100.00%	13	100%	0.22%

GENDER

Practice Population Profile			Patient Group Profile		Representation
Gender	Number of Patients	% of Patients	Number of Patients in PPG	% in PPG Group	% of PPG representation in comparison to Practice Population Age Band
Male	3007	50%	2	15%	0.07%
Female	2951	50%	11	85%	0.37%
Total	5958	100%	13	100%	

ETHNICITY IN 2013

			Patient Group Profile		Representation
Ethnic Group	Number of Patients	% of Patients	Number of Patients in PPG	% in PPG Group	% of PPG representation in comparison to Practice Population Age Band
British	3420	57.40	10	77%	0.29%
Irish	13	0.22	2	15%	15.38%
Other	80	1.34		0.00%	0.00%
White/Black Caribbean	23	0.39		0.00%	0.00%
White/Black African	32	0.54	1	7.69	3.13%
White/Asian	16	0.27		0.00%	0.00%
Indian	33	0.55		0.00%	0.00%
Pakistani	18	0.30		0.00%	0.00%
Bangladeshi	6	0.10		0.00%	0.00%
Caribbean	23	0.39		0.00%	0.00%
African	54	0.91		0.00%	0.00%
Chinese	16	0.27		0.00%	0.00%
Any other Ethnic Group		0.00		0.00%	0.00%
Refused to answer	1	0.02		0.00%	0.00%
Totals	3735	63	13	100%	

The tables illustrate that we have no representation from the under 35 age group, only three ethnicities are represented and the men are outnumbered by the ladies. To be representative the group needs equal numbers of males and females and to be representative of other ethnic groups and age bands.

The Patient Group were consulted on the design and content of the survey by email which was then published after agreement with the group was reached. Two hundred patients were asked to complete the survey between May 28th to June 8th 2012. 19 patients did not respond.

The results of the survey, which can be viewed on our website, were discussed with the group at the meeting on July 6th 2012. The group agreed that the results were very positive and suggestions were made for improvement. It was also proposed that a hearing loop would be beneficial at the reception desk and this was subsequently purchased and installed in August 2012.

Meetings are held on a regular basis at the surgery with three members of staff from the practice attending. Not all patients who have signed up for the group have attended meetings. Minutes of all of the meetings can be viewed on our website. www.dickensplacesurgery.co.uk.

During the past year the practice has sought opinions and advice regarding our website, quarterly newsletters, and appointment system together with sharing information regarding local and national NHS topics with our Patient Group.

The Group were again consulted in February 2013 to seek their approval of our 2013 patient questionnaire. With the approval of respondents, two hundred patients who attended the surgery between February 15th and 22nd were asked to complete the questionnaire. 192 patients responded. The Practice used a face to face method and questionnaires were given to patients by our receptionists at all times of the day. The Practice collated the questionnaire with a list of additional patient comments.

The results were fed back to and discussed with the Patient Group at a meeting on 28th February 2013. An action plan (see below) for improvements was discussed and drawn up at that meeting.

Question 16 of our survey asked if patients would join the group and disappointingly, only 16 (8%) of responders said they would. However, the Practice intends to continue to publicise and recruit new members.

The results of our survey can be viewed on our website. www.dickensplacesurgery.co.uk

In conclusion, the Patient Group felt that the majority of those surveyed both in 2012 and early 2013 were very satisfied with the service received at the practice. There were no significant changes to our services as a result of the survey findings.

Action Plan

Publish the survey and responses on the practice website.

Purchase a noticeboard and allocate to the Patient Group.

Make a hard copy of the survey available in reception to enable all patients to view.

Publish the results to the information screen in reception.

Continue to advertise for new members to join the group.

The Practice will review the feasibility of a Phlebotomy Clinic.

The Patient Group Report will be published on our website and a hard copy will be available in our reception.

Confirmation of Surgery Opening Hours

	Morning	Afternoon	Extended Hours
Monday	8.00-18.30	13.00-18.30	
Tuesday	8.30-13.00	1300-18.30	18.30-19.30
Wednesday	8.30-13.00	13.00-18.30	18.30-19.30
Thursday	8.30-13.00	13.00-18.30	18.30-19.30
Friday	8.30-13.00	13.00-18.30	
Weekend	Closed	Closed	Closed

Dickens Place Surgery wishes to thank the members of the Patient Participation Group for their valuable contributions and all patients who took the time to complete our questionnaires.