

LOCAL PATIENT PARTICIPATION REPORT

Practice Name: The Willows Medical Practice F code: F86057

1 Establish a Patient Reference Group (PRG) comprising only of registered patients

The table below reflects the practice population and the PRG profile by age, ethnic group and gender.

Practice population profile	Number	% of total	PRG profile	Number	% of total
A G E					
% Under 16	1516	23.7	% Under 16	156	9.7
% 17-24	579	9	% 17-24	131	8.1
% 25-34	802	13	% 25-34	274	17
% 35-44	870	14	% 35-44	271	16.9
% 45-54	1051	16.4	% 45-54	315	19.5
% 55-64	537	3.4	% 55-64	208	12.9
% 65-84	857	13.4	% 65-84	230	14.2
% Over 84	186	3	% Over 84	31	1.9
ETHNICITY					
White			White		
% British Group	3352	52.4	% British Group	956	59.2
% White & Black					
% Irish	3	0.04	% Irish	1	0.06
% Indian	70	1.1	% Indian	30	1.9
% Pakistani	19	0.3	% Pakistani	8	0.5
% Bangladeshi	25	0.4	% Bangladeshi	3	0.2
% Caribbean	12	0.2	% Caribbean	5	0.3
% African	64	1	% African	24	1.5
% Chinese	26	0.4	% Chinese	14	0.9
% European	84	1.4	% European	37	2.3
G E N D E R					
% Male	2985	46.7	% Male	727	45
% Female	3413	53.3	% Female	889	55

a. Process used to recruit to the PRG:

Our new patient registration form includes a section for patients to include their e-mail addresses. We have posters on every door to corridors and consultation rooms asking patients if we have their e-mail addresses. We actively approach long standing patients for their e-mail addresses and there are requests slips on view at the reception desk for patients to complete with updated contact details including e-mail addresses.

b. Differences between the practice population and members of the PRG: *describe any differences between the patient population and the PRG profile, what steps the practice took to engage any missing group*

We have a fair number of under 16 with e-mail but this is to enable parents to order repeat medication or book appointments on line as without a personal e-mail address this is not possible. It is obvious that we would not recruit from this age group as they are mainly minors. Apart from this age group the PRG profile is pretty even. The British and European groups are those who engage more readily.

All patients with e-mail are sent the monthly minutes of the PPG meetings and the quarterly newsletter produced by the PPG in collaboration with the practice staff. All are encouraged to respond to the minutes with comments/suggestions. It is also mentioned that they are welcome to join the PPG but if they are unable to attend meetings they are also encouraged to communicate via e-mail.

2 Agree areas of priority with the PRG

a. The areas of priority agreed with the PRG:

Appointments

b. How the priorities were decided: *Details of meetings, discussions, contact with patients outside the PRG*

Regular monthly meetings with the PPG and subsequent distribution of the minutes provided a common theme and although we wanted other areas to be included in the survey, the ability to get an appointment was the key area. We wanted to establish if anything had changed from previous years.

We also looked at complaints both verbal and written and used these discussions with patients to prioritise the questionnaire.

3 Collate patient views through the use of a survey

a. When was the survey conducted? How was the survey distributed?

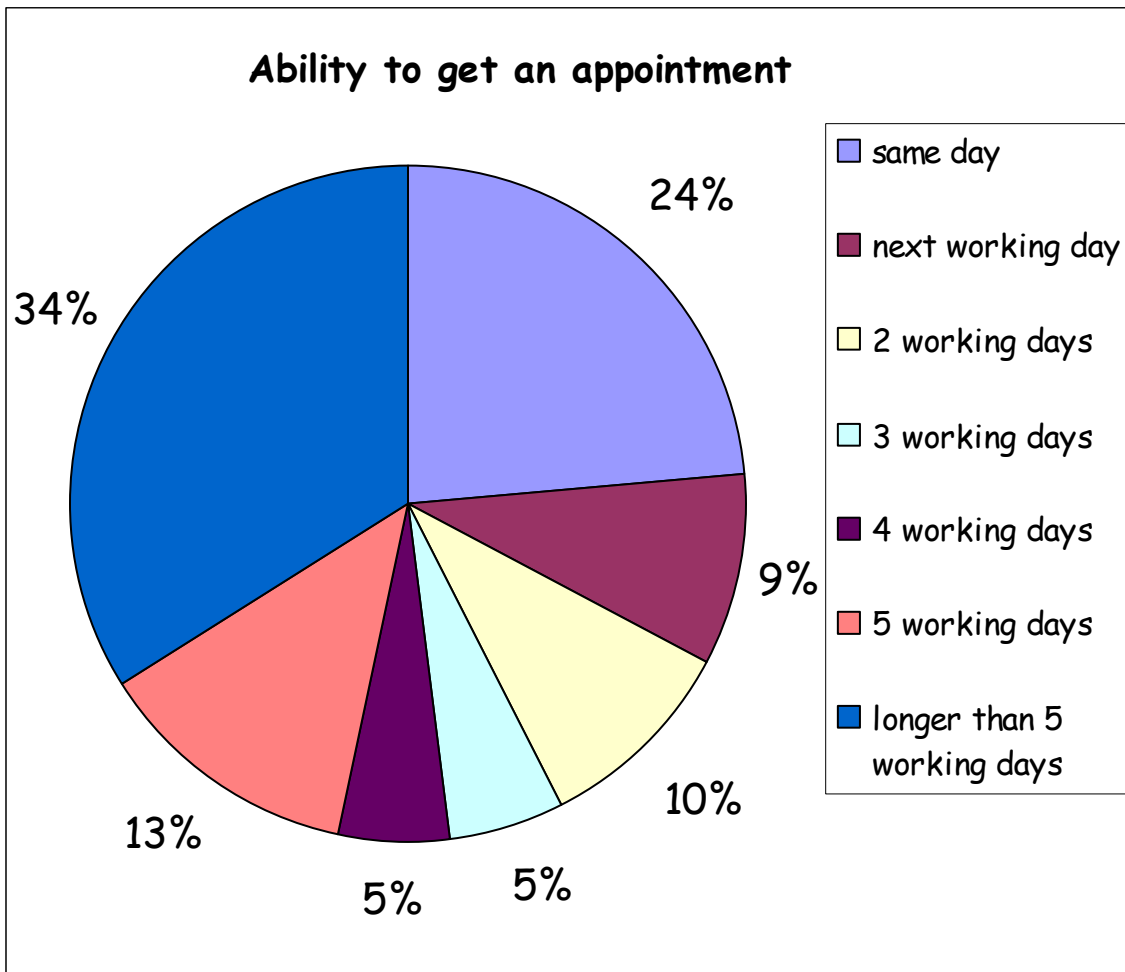
The survey was conducted over a 2 month period (January –March) Reception staff handed visiting patients the questionnaire papers and encouraged them to complete. Those with e-mail were all sent the questionnaire and encouraged to respond given the option to reply via e-mail, hand to the practice or post back the completed questionnaire.

b. Which questions in the survey relate to the priorities in (2a)?

Thinking of when you want to see a particular doctor – How quickly are you usually seen?
Thinking of when you are willing to see any doctor – how quickly are you usually seen?
If you need to see a GP urgently, can you normally get an appointment for the same day?
In general, how often to you see your usual doctor?

4 Provide the PRG with an opportunity to discuss survey findings and reach agreement with the PRG on changes to services

a. Describe the survey findings:



b. Describe how the survey findings were reported to the PRG:

The results were e-mailed to all patients with e-mail addresses on the system.
The results were posted on the practice web site

c. Changes the practice would like to make in light of the survey findings: *list each survey outcome and the changes the practice would like to make.*

We have instigated the up grade of our telephone system to give us extra incoming and outgoing telephone lines.

We have employed a part time salaried doctor to begin with us in August of this year

We are actively investigating a new appointment system by telephoning practices whose system appears to be popular with their patients population. We have also visited a practice to view their system in action. We had a two hour meeting with the practice manager and feedback form the staff and GP's of the practice.

d. Recommendations from the PRG based on the survey findings:

To provide more appointments

e. Agreement reached with PRG on changes to be made? Yes

f. Changes the practice cannot make, and the reasons why:

We are unable to provide more appointments with our 2 most popular doctors are they are both part time and there is no intention for them to work any more sessions in the near future.

g. Changes the practice will make:

We intend to improve the appointment system after investigating the systems used by the contacted practices. By adopting this system it appears that the patients with the priority needs are seen same day and are given the time needed during consultation.

Work is already underway to install the extra telephone lines

5 Agree an action plan with the PRG and seek PRG agreement on implementing changes

	Action (change in practice)	Person responsible (to lead the change)	Completion date (when the change will be applied)	Review (what result the practice/patients saw as a result of the change)
1	Improve appointment system	Practice Manager	June/July 2014	
2	Improve telephone access	Practice Manager	June/July 2014	
3				
4				
5				
6				

Update on action plan for 2012/13: *what result the practice/patients saw as a result of the change(s)*

We intended to have open surgery on a Monday morning only but decided to run the open surgery for both am and pm clinics. Monday open surgery has improved access for patients following the weekend as we have in excess of 80 appointments available. We have extended this to include Fridays as well.

6 Additional Information

a. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours:

Monday, Thursday and Friday = 08:00 – 18.30

Tuesday 07:30 – 18:00

Wednesday 08:00 – 20:00

Patients can telephone; visit in person or via web site.

b. The times individual healthcare professionals are accessible to registered patients under an extended hours access scheme:

07:30 Tuesday morning, one GP

Till 20:00 Wednesday evenings, two GP's

7 Publicise actions taken – and subsequent achievement

a. Where the report is published:

The practice web site www.willowspractice.co.uk there is a link to the results:

http://www.willowspractice.co.uk/index.php?option=com_content&view=article&id=56&Itemid=63

Signature of behalf of practice:



Name of signatory: Pam Gentry

Date 27.03.2014