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## PATIENT PARTICIPATION REPORT 2013/14

**Practice Code:** C81099

**Practice Name:** Limes Medical Centre

**An introduction to our practice and our Patient Reference Group (PRG)**

Our practice one surgery based in Alfreton with a practice population of 8047. We are a training practice of registrars as well as GPs. We have three full time GPs and three part time GPs. The patient reference group is made up of 11 members and was established three years ago.

**Establishing the Patient Representative Group**  
This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile.

	Practice population profile	PRG profile	Difference
<b>Age</b>			
% 0 – 34	37.7	0	Lower number
% 35 – 54	29.7	45	Greater number
% 55 – 74	24.4	45	Greater number
% 75 and over	8.2	10	Greater number
<b>Gender</b>			
% Male	50	36	Fewer
% Female	50	64	Greater
<b>Ethnicity</b>			

% White British	96%	100	
% Mixed white/black Caribbean/African/Asian	0.18%		
% Black African/Caribbean	0.14%		
% Asian – Indian/Pakistani/Bangladeshi	0.47%		
% Chinese	0.11%		
% Other	3.1%		

These are the reasons for any differences between the above PRG and Practice profiles:

We have struggled to entice young people to join the group, we have at times specifically asked people of younger age categories if they would like to join but have had no success. Again we have targeted ethnic minorities on an ad hoc basis without success. It does seem to be the older generation who are more interested in being involved.

In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers:

There are high levels of unemployment in the area, most meetings are held face to face in an evening to accommodate people who work although at times we've discussed virtual meetings or daytime meetings if that suited better. Several people worked so couldn't commit to daytime meetings and not everyone had a computer.

This is what we have tried to do to reach groups that are under-represented:

Mostly when patients attend the surgery the GPs mention at the consultation.

### **Setting the priorities for the annual patient survey**

This is how the PRG and practice agreed the key priorities for the annual patient survey

An example survey had been circulated by the CCG, it was taken to a PRG meeting and was agreed we would use this one as advised in the email.

### **Designing and undertaking the patient survey**

This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document)

How the practice and the Patient Reference Group worked together to select the survey questions:

The questions were supplied by the CCG and we agreed to use these with the PRG we discussed if any questions wanted to be added or omitted.

How our patient survey was undertaken:

We targeted all patients attending the practices in a one week to 10 day period

Summary of our patient survey results:

Attached to email

### **Analysis of the patient survey and discussion of survey results with the PRG**

This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed:

How the practice analysed the patient survey results and how these results were discussed with the PRG:

Unfortunately there was no one in the PPG who felt able to compile the results so this was done by the receptionists at the surgery. All forms were available for the PRG members to see the originals should they want to check for inaccuracies

The key improvement areas which we agreed with the PRG for inclusion in our action plan were:

- 1) To cost for extended hours and see if possible to provide
- 2) To give up Doctors parking spaces in the car park.

We agreed/disagreed about:

We agreed to assess re extended hours but cannot commit to this provision

**ACTION PLAN**

How the practice worked with the PRG to agree the action plan:

This is by discussion in a meeting and a virtual discussion via email

We identified that there were the following contractual considerations to the agreed actions:

Copy of agreed action plan is as follows:

<b>Priority improvement area</b> Eg: Appointments, car park, waiting room, opening hours	<b>Proposed action</b>	<b>Responsible person</b>	<b>Timescale</b>	<b>Date completed (for future use)</b>
to assess the cost implications and the ability to opening more hours	Costings of buildings, staff and GP time also to discuss with the current GPs if any were willing to do extended hours or would we need a locum	Amanda Moody	6 months	
To consider giving up the doctor car parking to become patient car parking	This needs to be further assessed in our next survey	Amanda Moody	12 months	

### **Review of previous year's actions and achievement**

We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year's survey and action plan:

#### **“You said ..... We did ..... The outcome was .....”**

From last year's action plans we have continued to produce PPG newsletters although not quarterly but as ever they are high quality once produced and have a good response from patients.

The PPG are still deciding the best way to use the noticeboard although the DNA numbers will remain. We have given them complete control of one large prime noticeboard.

Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year's action plan these are detailed below:

We did have a slight disagreement with the PPG in the fact that we thought we should give up the doctor parking spaces and members felt that would lead to more problems of people parking for long periods to do shopping and who is going to police this and secondly it is a very awkward car park and may lead to more accidents. Hence we decided to add this to the next survey.

### **Publication of this report and our opening hours**

This is how this report and our practice opening hours have been advertised and circulated:

This is on our website, is advertised currently on a poster in reception to direct people to the website or to ask for a copy at reception.

The opening hours are also on the website and in the practice leaflet

## Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

### Opening hours

Monday 0800 to 1830

Tuesday 0800 to 1830

Wednesday 0800 to 1830

Thursday 0800 to 1830

Friday 0800 to 1830 At all other times please call 111 in cases of needing medical assistance or 999 in medical emergencies