

Hugglescote Surgery - Patient participation report

Practice population profile																						
Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:																						
<table border="1"> <thead> <tr> <th>Age group</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>0 - 65</td> <td>2824</td> <td>2841</td> </tr> <tr> <td>66 - 75</td> <td>284</td> <td>254</td> </tr> <tr> <td>76+</td> <td>161</td> <td>207</td> </tr> </tbody> </table> <p>Total list size: 6571</p>			Age group	Male	Female	0 - 65	2824	2841	66 - 75	284	254	76+	161	207								
Age group	Male	Female																				
0 - 65	2824	2841																				
66 - 75	284	254																				
76+	161	207																				
PRG profile																						
Show how the practice demonstrates that the PRG being is representative by providing information on the PRG profile																						
<table border="1"> <thead> <tr> <th>Age group</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>Under 35</td> <td>1</td> <td></td> </tr> <tr> <td>36 - 55</td> <td></td> <td>2</td> </tr> <tr> <td>56 - 65</td> <td>2</td> <td>3</td> </tr> <tr> <td>66 - 75</td> <td>3</td> <td>5</td> </tr> <tr> <td>75+</td> <td>1</td> <td>2</td> </tr> </tbody> </table>			Age group	Male	Female	Under 35	1		36 - 55		2	56 - 65	2	3	66 - 75	3	5	75+	1	2		
Age group	Male	Female																				
Under 35	1																					
36 - 55		2																				
56 - 65	2	3																				
66 - 75	3	5																				
75+	1	2																				
Differences between the practice population and members of the PRG			86% of our practice population falls within the 0-65yrs age range																			
			42% of our PRG is represented by the 0-65yrs age range																			
Please describe variations between the group and what efforts the practice has made to reach any groups not represented.																						
<p>The PRG group profile does not fully represent our practice profile The PRG group is advertised within the surgery and on the practice web site Patients are also opportunistically encouraged to join For example: should a patient make a complaint they are invited to join</p>																						

Stage two – validate the survey and action plan through the local patient participation report

Survey		
<p>Please describe how the priorities were set Priorities were set by thoroughly reviewing previous year's results</p>		
<p>Describe how the questions were drawn up We had a full discussion with PRG. All opinions and ideas were used to create a survey that all PRG members were happy reflected the areas they felt important</p>		
<p>How was the survey conducted? Made available on-line via the practice website Handed out to patients at the surgery Members of PRG handed out the survey at Saturday Flu Clinics and assisted patients where needed</p>		
<p>What were the survey results?</p> <p>Q1. To help us analyse your answers please tell us a few things about yourself:</p> <p>a) Are you male or female? Male 45% Female 53%</p> <p>b) What age are you? Under 18 1% 18 - 30 7% 31 - 50 14% 51 - 65 21% 66 - 85 50% Over 85 5%</p> <p>Q2. How do you normally book your appointment to see a doctor or nurse at the surgery?</p> <p>In person 9% By telephone 85% Online 4%</p> <p>Q3. How satisfied are you with the opening times of the practice?</p> <p>In person 9% By telephone 85% Online 4% Very satisfied 60% Fairly satisfied 31% Neither satisfied nor dissatisfied 4% Quite dissatisfied 2% Very dissatisfied 0%</p> <p>Q4. In the past 6 months how easy have you found the following?</p> <p>a) Getting though on the phone Haven't tried 6% Very easy 39% Fairly easy 41% Not very easy 8% Not at all easy 1%</p>		

b) Booking an appointment in advance

Haven't tried 20%
Very easy 28%
Fairly easy 31%
Not very easy 9%
Not at all easy 3%

c) Being able to see the doctor you prefer

Haven't tried 18%
Very easy 27%
Fairly easy 34%
Not very easy 12%
Not at all easy 3%

d) Speaking to a doctor/nurse on the phone

Haven't tried 38%
Very easy 30%
Fairly easy 21%
Not very easy 3%
Not at all easy 1%

d) Obtaining test results on the phone

Haven't tried 46%
Very easy 30%
Fairly easy 13%
Not very easy 3%
Not at all easy 0%

Q5. Thinking of the last time you saw a doctor or nurse at the surgery how good were they at each of the following?

a) Giving you enough time

Very good 60%
Good 30%
Neither good nor poor 3%
Poor 0%
Very Poor 0%
Does not apply 0%

b) Asking about your symptoms

Very good 54%
Good 29%
Neither good nor poor 7%
Poor 0%
Very Poor 0%
Does not apply 1%

c) Listening

Very good 55%
Good 22%
Neither good nor poor 5%
Poor 0%
Very Poor 0%
Does not apply 3%

d) Explaining tests and treatment

Very good 40%
Good 32%
Neither good nor poor 9%
Poor 0%
Very Poor 0%
Does not apply 6%

e) Involving you in decisions about your care

Very good 39%

Good 30%

Neither good nor poor 9%

Poor 2%

Very Poor 0%

Does not apply 9%

f) Treating you with care and concern

Very good 47%

Good 35%

Neither good nor poor 5%

Poor 1%

Very Poor 0%

Does not apply 1%

Q6. If a GP referred you to hospital was the waiting time for your hospital appointment appropriate?

Yes 61%

No 6%

Q7. Were you aware that the practice has a qualified nurse who can prescribe medication for minor illnesses if required?

Yes 70%

No 23%

Q8. How helpful do you find the receptionists?

Very helpful 50%

Fairly helpful 38%

Not very helpful 5%

Not at all helpful 0%

Q9. In the past 12 months have you used any of the health services below, instead of using similar services which may be available at the surgery?

Going to A&E 13%

NHS Direct 7%

NHS Walk-in-Centre 14%

Family Planning 1%

Counsellor 2%

Physiotherapy 5%

Podiatry 4%

None of these 54%

Q10. If you have a repeat prescription, please comment on how satisfied you are with the service?

Very satisfied 52%

Fairly satisfied 28%

Neither satisfied nor dissatisfied 3%

Quite dissatisfied 2%

Very dissatisfied 0%

Q11. In general, how satisfied are you with the services provided the surgery?

Very satisfied 62%

Fairly satisfied 28%

Neither satisfied nor dissatisfied 3%

Quite dissatisfied 0%

Very dissatisfied 0%

Action plan

How did you agree the action plan with the PRG?

Full discussion took place at PRG meeting on 22.11.2011 with all those present given the opportunity to give their opinions and ideas

What did you disagree about?

Nothing

Are there any contractual considerations to the agreed actions?

Late evening and Saturday morning opening

Please include a copy of the agreed action plan

Attached

Local patient participation report

Please describe how the report was advertised and circulated

Placed on Practice Website
Copies available on reception

Confirm opening times and out of hours arrangements included within the report

Opening times:

Monday: 8.00 – 18:30

Tuesday: 07.15 – 18.30

Wednesday: 8.00 – 18:30

Thursday: 8.00 – 18:30

Friday: 8.00 – 18:30

Out of hours arrangements:

Service provider: Primecare