

Paddock & Longwood Family Practice



Dr T D Swift
Dr B K Jindal
Dr M A Stiles
Dr A Haq
Dr S Nazir

Tel. 01484 531786
Fax. 01484 424249
Practice Code. B85042

Speedwell Surgery
1 Speedwell Street
Paddock
Huddersfield
HD1 4TS

Patient Reference Group Summary Report 2012- 2013

The practice made the decision to sign up for the Patient Participation DES. The practice felt we would benefit from patients to improve communication, and share in our policies and services we offer and to gain valuable feedback from the patients also. Our involvement was cascaded down to all our team at Speedwell as they would help in the recruitment of new members and help/support all the actions agreed.

The practice had previously worked closely with local groups, by attending their meetings and feeding back to them the result of our patient questionnaire from previous years.

1. Practice Profile of Speedwell Surgery as at 2012

Age Range (Years)	Number Of Patients	Represented as %
Under 16	1985	23%
17-24	882	10%
25-34	1297	15%
35-44	1181	14%
45-54	1192	14%
55-64	798	9%
65-74	582	7%
75-84	332	4%

84 +	179	2%
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The profile of the patient participation group is as follows:

Age Range (Years)	% Represented by PPG (rounded up)
Under 16	0%
17-24	32%
25-34	0%
35-44	16%
45-54	16%
55-64	0%
65-74	16%
75-84	16%
84 +	0%

The Difference Between the practice represented and the actual % represented by the group are as follows:

Age Range (Years)	Difference Practice/Group
Under 16	↓ 23%
17-24	↑ 22% represents
25-34	↓ 15%
35-44	↑ 2% represents
45-54	↑ 2% represents
55-64	↓ 9%
65-74	↑ 7% represents
75-84	↑ 12% represents
84 +	↓ 2%

The age ranges which do not achieve the practice representation, we are continuing to recruit through the GP's and Practice Manager, posters, displayed and both our sites, Paddock and Longwood and the members through their community contacts (Longwood Village Group, Paddock Community Forum) are also actively recruiting. Also at both the local pharmacies and in the local shops. The clinician and receptionists are interacting with patients both at reception and in consultation and the manager is contacting anyone with feedback to the practice either through comments or grievances. Patients are encouraged to come and have an informal chat or phone call with the practice manager if they have any interest in joining the group.

Ethnicity

Group	Practice Population Profile	PRG Profile
British	72%	66%
Irish	1%	
Any other white background	2%	
White or Black Caribbean	1%	
White and Black African	0.10%	
White and Asian	0.60%	
Any other mixed background	0.35%	
Indian	1%	
Pakistani	17%	33%
Bangladeshi	0.01%	
Any other Asian background	1%	
Caribbean	0.60%	
African	0.66%	
Any other Black background	0.12%	
Chinese	0.60%	
Any other ethnic group	2%	
Male	51%	66%
Female	48%	33%

Established Group

We have not at present established a Patient Representative Group, but are encouraging a virtual group as well because patients find a meeting environment intimidating or not for them.

The members were recruited by either by means described above and the practice approached the local community groups to ask a member to attend which would then feed back to the community. (Paddock Community and Longwood Village Surgery)

Evidence required (Attached)

Copy of poster

Copy of terms of reference for the group

Minutes of our 6 practice meeting attached :

Wednesday 7th March 2012

Wednesday 27th June 2012

Wednesday 5th September 2012

Wednesday 21st November 2012

Thursday 24th January 2013

Thursday 21st March 2013

Copy of our patient questionnaire – 2012 and 2013

Written comments for questionnaire 2012 -13

E-mails from the PPG as evidence they were involved in the decision making of the questionnaire for both 2012 and 13

2 Local Practice Survey

2012

To help the process two very different surveys were introduced to the Patient Participation Group. The first one had over 42 questions and the group felt that this was too involved and patients would not want to or complete the questionnaire.

The second survey had 25 questions which the group discussed at length and from the survey identified what we wanted out of it that we could measure and develop on. One member of the group rewrote the questionnaire as they felt the questions were too complicated and not easy to understand (Copy attached).

The survey is paper based and as we have 8,500 patients (almost) the practice will be giving out 250 to achieve PCT standard . These will be given out in surgery, before they attend the GP and asked to complete before they leave the surgery. The period has been between 19th March 2012 for 2 weeks (Still ongoing) Each receptionist will asked every patient that is attending an appointment with a GP to complete one.

The results of the survey were shown to the group (see minutes Wednesday 27th June 2012) with an action plan discussed following the results and the “feedback survey March 2012”.

These have also been downloaded onto the website:

paddockandlongwoodfamilypractice.nhs.uk

From the survey the practice identified patients' priorities and issues, practice priorities and issues, planned practice changes. "Action plan Wednesday 27th June 2012".

Progress made with action plan You said	We did	The result
Availability of appointments	Reviewed our appointment system added in ¼ admin time to triage/ring patients back	This has been implemented and is working well,
Requesting text messaging	S1 was implemented	We send out appointments and reminders by text.
Getting through on the telephone	Engaged in new telephone company	Opened up more lines and improved the telephone system
Waiting Room needs refurbishing	Refurbished the seating, which also fits in with infection control and CQC	New seating at both our surgeries

2013

In February 2013 the practice ran another survey to build on last years. With permission from the group "emails enclosed" as time restrictions did not allow us to discuss through the normal channel (meeting) the group decided upon the questionnaire. There were a few changes (questionnaire attached highlighted with the changes).

As discussed with the group the survey went ahead on 11th February 2013 for 2 weeks. The survey had 200 questionnaires. The results of the questionnaire was processed and discussed at the patient participation group on Thursday 21st March 2013 (minutes enclosed) and a action plan discussed.``

Progress made with action plan

You said...	We did...	The result is...
Telephone system needs upgrading – not sophisticated enough to fulfil standards and patient satisfaction	Engaged with telephone system – taking it further purchasing a new system	In negotiations now to purchase new system
Appointments – Acknowledged still a problem	<ol style="list-style-type: none"> 1. 1st April introducing all call Dr each morning to meet demand 2. Opening up more acute appointments throughout team 3. Taking on new partner 	<ol style="list-style-type: none"> 1. To be implemented 1st April 2013 2. S1 now in place to optimise this 3. HCA in place to engage with preliminary measures prior to consultation 4. Revamping appointment times/GP's etc – to be finalised
Infection Control – consultation rooms	Investing in new vinyl to comply with infection control	Next few weeks installation of vinyl to consultation and reception rooms

Paddock and Longwood Family Practice

Opening Times (Core Hours)

Monday – Friday 8.00 – 12.30 pm – 1.30 - 6.30pm

(Closed for lunch daily 12.30 – 1.30pm) in emergencies telephone 01484 531786

Out of hours ring: 111

Extended hours are available: 6.30 – 7.30 Monday, Wednesday and Thursday night.

This report, minutes, survey results are available

- On the practice website paddockandlongwoodfamily.nhs.uk