



Paddock & Longwood Family Practice

Dr T D Swift
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Speedwell Surgery
1 Speedwell Street
Paddock
Huddersfield
HD1 4TS

Patient Reference Group

Summary Report 2013 – 2014

Feedback

Paddock and Longwood Family Practice have an established patient reference group. We meet on average every 8 weeks at the surgery. The minutes are all on our website: - www.paddockandlongwoodfamilypractice.nhs.uk. The time and day of the meeting has been changed to meet the needs of the group. We have had 9 meetings in total.

The practice manager (Susan Lewis) and a partner, Dr B K Jindal or/and Dr S Nazir from the practice always attendance. At each meeting we give the members the opportunity to ask questions or give any feedback. We have a section at each meeting “News from the practice”, in which we share our policies and new/old services we offer. We also have 2 members who are virtual who receive all communication and feedback through emails.

The members consist of 6 members 2 males and 4 females

Practice Profile of Speedwell Surgery 2013/14

Age Range (Years)	Number Of Patients	Represented as %
Under 16	2014	24%
17-24	841	10%
25-34	1274	15%
35-44	1270	15%
45-54	1189	14%
55-64	837	10%
65-74	586	7%
75-84	356	4%

The Profile of the patient participation group is as follows:

Age Range (Years)	% Represented by PPG
Under 16	0%
17-24	16.6%
25-34	16.6%
35-44	16.6%
45-54	16.6%
55-64	0%
65-74	16.6%
75-84	16.6%
84 +	0%

The difference between the practice represented and the actual % represented by the group are as follows:

Age Range (Years)	% Represented by PPG (rounded up)
Under 16	Not Applicable
17-24	↑ 6.6%
25-34	↑ 1.6%
35-44	↑ 1.6%
45-54	↑ 2.6%
55-64	↓ 10%
65-74	↑ 9.6%
75-84	↑ 12.6%
84 +	↓ 2%

Ethnicity of the Group

Group	Practice Population Profile	PRG Profile
British	74%	66.4%
Pakistani	19%	33.2%
Male	51%	66.4%
Female	48%	33.2%

We are still trying to recruit more members through the doctors - recruiting when they are in consultation. The receptionists are interacting with patients at reception. Posters in the waiting room, advertised on our website and asking the group to help with brain storming sessions on how we can recruit more members.

The practice manager and a member of the group are going to attend a monthly coffee morning held in the local village (Longwood Village Surgery) to promote our group and gain a wider patient population opinion. The manager is also going to contact the Paddock Community Group for their help in recruiting members.

The minutes are also distributed to the other partners at the surgery: - Dr Swift, Dr Stiles, Dr Haq and Dr Akhtar for their comments or feedback.

Areas of Priority

From the findings of the questionnaire last year we were keen to see if we had improved. We felt the questionnaire used before had all the appropriate areas we wanted to focus on. The opening hours, telephone, and doctor's consultation skills were the most important priorities for us.

Last year the appointments were a problem with not enough "book" on the day appointments and access to appointments in general. The telephone was hard to get through on.

The group reviewed the questionnaire and we altered the wording at the top of the page and removed the occupation question, as we felt this had no value. The group then agreed the priorities of the questionnaire and it was approved.

As discussed with the group the survey went ahead on the 3rd of February for 3 weeks. We took opinions from 250 patients randomly over this period. The receptionists handed out the questionnaires at reception before the patients went into the doctor and then the patients completed the questionnaire once they had come out of the consultation and placed it in a box.

The results of the questionnaire were then processed and the results discussed with the group. (13th March 2014 meeting)

From these the following findings were agreed.

The survey found 169 females and 76 male patients

The ages ranged from 16 to >85

Over 50% of the patients had been with us more than 10 years.

The results of the questionnaire were reviewed; the group felt these were very positive.

Findings (You said)	We did / The Outcome was
The questionnaire only represented patients at Speedwell Surgery. It was agreed to carry out a questionnaire at Longwood also, to capture their opinions	From 17 th March 2014, 100 questionnaires will be done at our branch surgery. To be reviewed at our next meeting – May 2014
More privacy at reception	The practice to contact the telephone company to reinstate the piped music
Television in the waiting room	The practice to investigate options for this. The group thought it might be a good idea to promote each month certain health topics
Drs' Rota	There is still a problem with access to see a doctor at the surgery. The practice have moved the doctor's timetable around to accommodate dates where there seems to be a problem. This will commence 7 th April 2014
Appointments/Prescription Access	We have worked very hard to sign up patient to book appointments/prescriptions on line to try and reduced the telephone. We have signed up nearly 700 patients. The group were all given passwords to try out either making an appointment or ordering a prescription and reporting back
Rotas	Patients commented on not knowing the opening hours. The practice would produce new timetables to be given out on reception for both Paddock and Longwood and change on the website post April 2014
Appointments - Waiting times too long to wait, sometimes over ½ hour	The practice is working closely with "Primary Care Foundation" to help us work more efficiently. The practice will report back to the group on what ideas the company want to implement
Appointment – waiting time (Last Year)	We have implemented a health care assistant to engage with preliminary measures prior to consultation
Appointments – have to wait a week for an appointment	From last year's comments we had are still having a doctor on call, to help with urgent demand- the practice reported this was working well
Text Messaging	In the future we may expand this to informing patients of results. We may try this on the group first.

Text Messaging	From last year, the text messaging or patients appointments and reminders was a huge success – to continue
Infection Control – Consultation room (Last Year)	Since 1 st April 2013 we have installed vinyl to all the consultation and reception areas
New Partner	From 1 st April 2013 Dr Akhtar joined the practice

Paddock and Longwood Family Practice

Opening Times (Core Hours)

Monday – Friday 8.30 – 12.130 – 1.30 – 6.30 pm

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

Out of Hours ring 111

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

This report, any minutes, the survey results this year and last year are all available:

- On the practice website www.paddockandlongwoodfamilypractice.nhs.uk