

PATIENT SURVEY REPORT OF FINDINGS

March 2013

We held a meeting of our Patient Group on Monday 15 October 2013 which was hosted by Dr Mary-Jane Prowse, Dr Joy Shacklock, Dr Karen Emms and Annette Given (Practice Manager). We invited 20 members of the group and we were pleased to welcome 5 patients who had kindly accepted the invitation to come to learn more about the practice and give us their views on the quality and range of services we offer.

The agenda for the meeting was:

1. Welcome and introduction
2. Review of Survey Action Plan 2011-2012
3. Practice news and changes
4. Harrogate and Rural District Commissioning Group – Patient Representative
5. Ideas for survey 2012-2013
6. Any other business

We reviewed Survey Action Plan (2011 – 2012)

Access

- ❖ **Opening Times** – No change to opening times in view of very positive response from patient survey. These have not changed since last year.
- ❖ **Duty doctor system audit** – completed. Looked at use of system over five days. Generally the findings showed that vast majority of issues passed through the DD system were appropriate. There were a few administrative tasks that although appeared urgent to the patient, were not appropriate eg requests for sick notes, chasing forms or referrals. Findings discussed with receptionists to come up with ways of re-directing some of these administrative tasks. Agreed these were to be dealt with by doctor who originally saw the patient and would not be treated as ‘urgent’ for duty doctor in future.
- ❖ **Demand / Capacity Audit** – not completed as Dr O’Neill retired and we did not have Dr Kirby start until September. We knew this would skew our results so decided to delay until next year.
- ❖ **Nurses work under review** – clinic system trialled for patients with multiple long term conditions, NHS Health Checks and Flu clinics. We have experimented by sending appointment times with the re-call letters rather than asking the patient to call and book. This worked to some

extent for retired people and those who do not work but for general working population, this was a bit more difficult. However the system is flexible enough so patients can call and move their appointment to a more convenient time.

- ❖ We had a mixed result with the flu clinics particularly as it proved to be a much more expensive route (ie we wrote to every eligible patient with an appointment time). Most of the flu clinics were held on Saturday mornings but we had a lot of people who did not attend and did not cancel or change their appointments (particularly amongst the Under 65 years at risk group). We agreed to review whether we had a better uptake overall before deciding whether to do this again. We are looking to introduce the new system for review of patients with multiple long term conditions from April 2013. (Some delay due to current high demands on nurse time to deal with dressings).
- ❖ **Postnatal / Baby Clinic** – hasn't been possible to set this up due to change of doctors – will look at this again in the New Year

Repeat Prescription Service

- ❖ **Protected time for Prescription Clerk** – Done

Communicating with patients

- ❖ **Telephone holding messages** – Welcome message changed, shorter and information about duty doctor system added
- ❖ **Regular Newsletters** – 3 newsletters produced
- ❖ **Website** updated
- ❖ **Notice boards / LCD Screens** Updated
- ❖ **Patient information leaflets** – New leaflet on appointments system completed and Practice Booklet updated
- ❖ **Continue re-calls by letter to individuals**

Practice more welcoming

- ❖ **Artwork** – new artwork on Spa Surgery area corridor and on Ground Floor suite corridor
- ❖ **Magazines** – range of magazines now available
- ❖ **Toys / books for children** – range of toys/books now available
- ❖ **Teenage / Young Adult consultation exercise** – not a great success!! Of 50 young people invited we only had one response from a parent to say her daughter was not able to attend. We will review how we might engage some of the younger patients in this coming year – suggestions included: Facebook Page and meeting with some of the young people at schools.

IDEAS FOR 2012 – 2013 SURVEY

There was a general view from the patient group that the survey for 2011-2012 was too long and this may have put people off completing the questionnaire. However we wanted to ensure that we covered relevant topics and had some data to compare to the previous year.

We discussed the opening times of the Practice (see below).

| | Monday | Tuesday | Wednesday | Thursday | Friday |
|--------|--------|---------|-----------|----------|--------|
| Open | 0800 | 0730 | 0730 | 0730 | 0800 |
| Closed | 1800 | 1900 | 1800 | 1900 | 1800 |

These had not changed from 2011-2012 and the Out of Hours service continues to cover from its base at Harrogate District Foundation Trust.

We agreed that with regard to access, the vast majority of patients were happy with the current opening times last year and as these have remained the same we would not survey this again at this time.

Instead, we felt it important to review urgent access via Duty Doctor System and the Appointments System in general.

With this in mind, we agreed to survey patients about the following topics for 2012-2013 survey:

- Satisfaction with the Duty Doctor System
- Appointment System
- Repeat Prescription System

We also considered a few questions about the general service to patients ie ease of getting through on the telephone; helpfulness of reception staff; cleanliness of surgery; how welcoming the practice is.

The practice manager drafted a questionnaire which was posted to all members of the patient group for comments and approval. A number of changes were made to the questionnaire at the request of members of the group eg, front page was changed and some questions re-worded.

The final Questionnaire was then completed and the survey commenced in last week in November 2012. We had hoped to complete the survey by the end of January but because of poor uptake by patients we continued until last week in February 2013.

Two versions of the questionnaire were available:

- Online survey via the website
- Questionnaires handed to patients at Reception Desk

A total of 144 completed surveys were returned

- 54 were completed online (38%)
- 90 were completed at the surgery (62%)

See Results – Appendix A

ACTION PLAN 2012 - 2013

The results of the Patient Survey were presented to 10 members of the Patient Group on Tuesday 19 March 2013. The details were discussed and the group highlighted a number of areas for action.

The following Action Plan was agreed:

Repeat Prescription Service

Satisfaction with the repeat prescription service is good at 82% but it was felt that there was room for improvement. It was noted that the prescriptions clerk – a key member of staff who deals with repeat prescriptions, retires in July therefore to ensure continuity of service, we will review our systems and appoint new staff. Key actions during this review:

- Data collection to identify: all sources of requests for prescriptions, reasons for queries which cause delays in producing/signing prescriptions
- Review 'queries' for themes and ways of handling these more efficiently
- Train key staff in handling more complicated requests / changes eg hospital discharge letters / dressings / drugs requiring monitoring (DMARDS) / nursing home patients / queries from pharmacists

Access / Appointments System

During the period of the survey, patients were less satisfied with the availability of non-urgent appointments than in the previous year. We will therefore complete a capacity / demand audit for appointments which will give us a more accurate picture of appointment availability.

We will also look again at:

Duty Doctor System – audit use and appropriateness of requests

Nurse consultations – audit consultation reason and use of clinic time to ensure that these appointments are used efficiently

Members of the patient group suggested that next year's Survey should have some specific questions regarding nurse consultations / appointments.

Telephone System

Even though the message was changed and shortened, it was agreed in view of the response from patient survey we would take the message off and have a simple: 'Welcome to The Spa Surgery, please wait for a receptionist'

Changes to Primary Care Provision

One of the patients had been to several of the Commissioning Group's patient involvement sessions and was keen to ensure that patients of the Practice were informed of the changes to the way health services were commissioned

and implications in terms of budgetary control on services in the future. It was agreed that the CCG would be approached for assistance in producing an information leaflet for patients which could be distributed to patients with repeat prescriptions, newsletters etc. A representative of the Patient Group was willing to spend time in the waiting room to hand out leaflets and speak to patients. It was agreed that this will be discussed again when we have the information leaflet.

Care Quality Commission

Members of the Patient Group expressed their willingness to assist in future CQC inspections.

Notifying Patients of the Results of Survey and Action Plan

The Patient Group were supportive of continuing to have regular newsletters and to use other methods such as the LCD screens, Notice boards and Website to keep patients informed of the results of the survey and any other changes to staff or services.

The results will also be sent electronically to the 'virtual' patient group.

We will continue to inform patients of our opening times (including extended opening times) via the Newsletters, LCD screens, Notice boards and Website.

Next Meeting

We will reconvene the Patient Group in September 2013 to review the Action Plan and to plan the next Patient Survey.

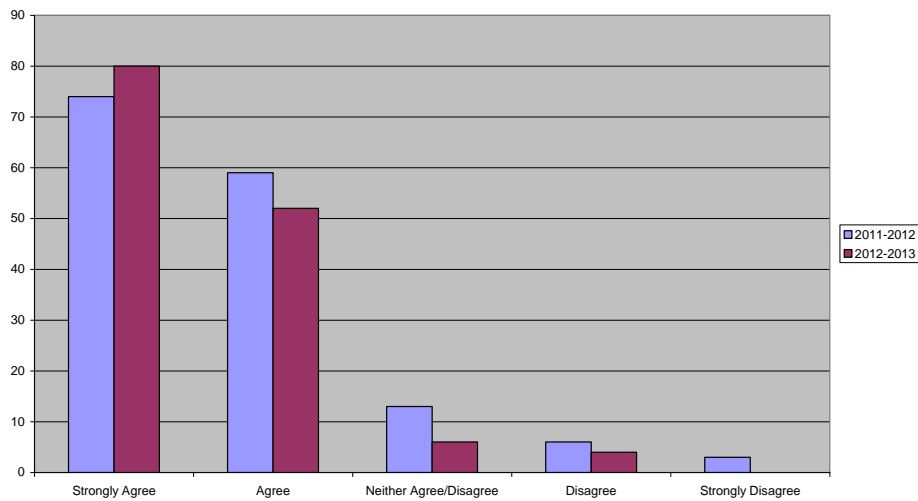
RESULTS OF PATIENT SURVEY

Section 1 – Repeat Prescription System

I am happy with the current system for ordering repeat prescriptions

| | 2011-2012 | | 2012-2013 | |
|------------------------|-----------|-----|-----------|-----|
| Strongly Agree | 74 | 48% | 80 | 56% |
| Agree | 59 | 38% | 52 | 36% |
| Neither Agree/Disagree | 13 | 8% | 6 | 4% |
| Disagree | 6 | 4% | 4 | 3% |
| Strongly Disagree | 3 | 2% | 0 | 0% |

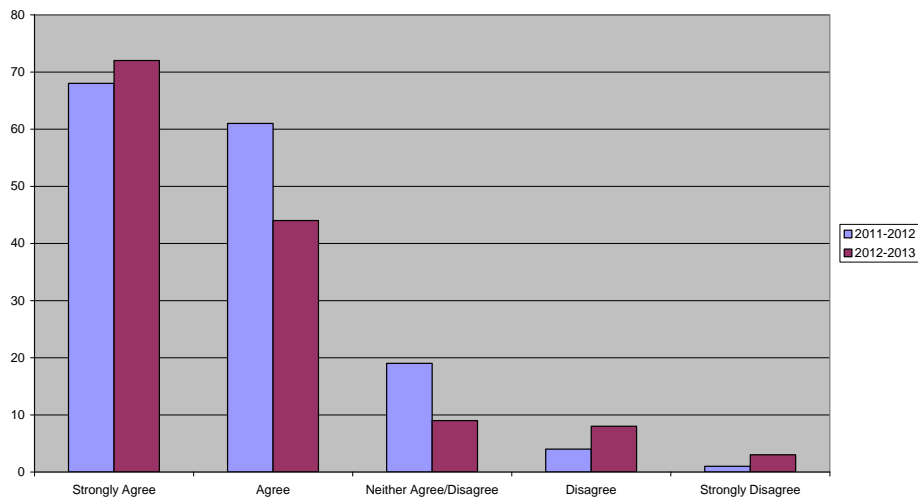
I am happy with the current system for ordering repeat prescriptions



My prescription is always ready for collection within two working days of ordering

| | 2011-2012 | | 2012-2013 | |
|------------------------|-----------|-----|-----------|-----|
| Strongly Agree | 68 | 44% | 72 | 50% |
| Agree | 61 | 39% | 44 | 31% |
| Neither Agree/Disagree | 19 | 12% | 9 | 6% |
| Disagree | 4 | 3% | 8 | 6% |
| Strongly Disagree | 1 | 1% | 3 | 2% |

My prescription is always ready for collection within two working days

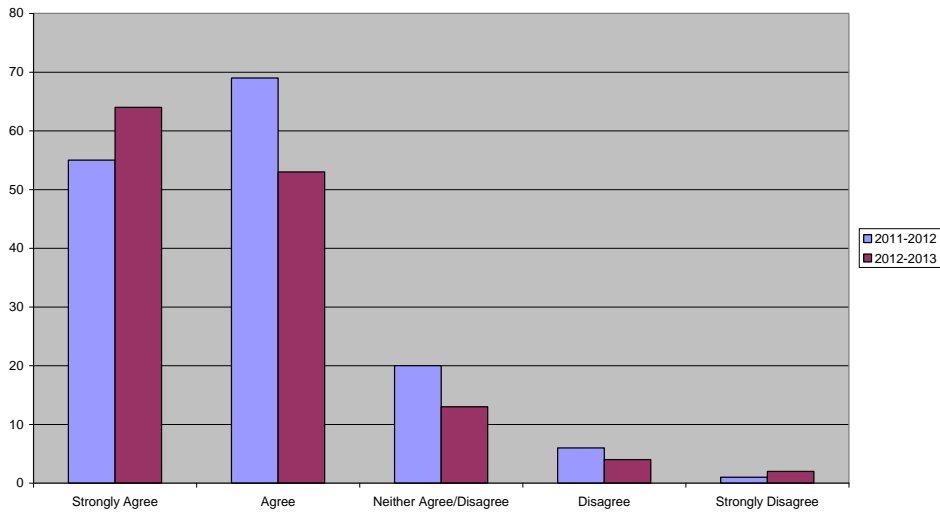


Section 2 - Appointment System

If I need an urgent appointment I am usually seen or spoken to on the same day

| | 2011-2012 | | 2012-2013 | |
|------------------------|-----------|-----|-----------|-----|
| Strongly Agree | 55 | 35% | 64 | 44% |
| Agree | 69 | 45% | 53 | 37% |
| Neither Agree/Disagree | 20 | 13% | 13 | 9% |
| Disagree | 6 | 4% | 4 | 3% |
| Strongly Disagree | 1 | 1% | 2 | 1% |

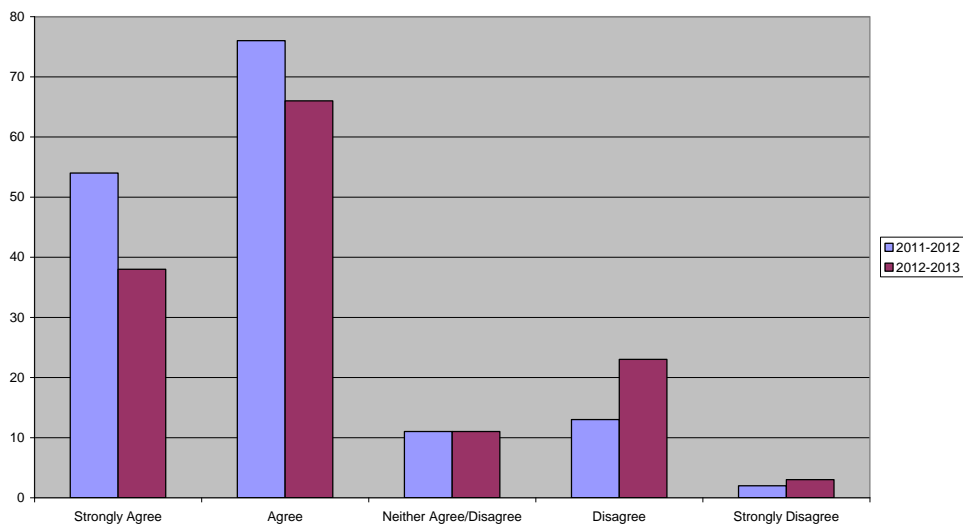
If I need an urgent appt I am usually seen or spoken to the same day



If I need a non-urgent appointment I am usually seen within one week

| | 2011-2012 | | 2012-2013 | |
|------------------------|-----------|-----|-----------|-----|
| Strongly Agree | 54 | 35% | 38 | 26% |
| Agree | 76 | 49% | 66 | 46% |
| Neither Agree/Disagree | 11 | 7% | 11 | 8% |
| Disagree | 13 | 8% | 23 | 16% |
| Strongly Disagree | 2 | 1% | 3 | 2% |

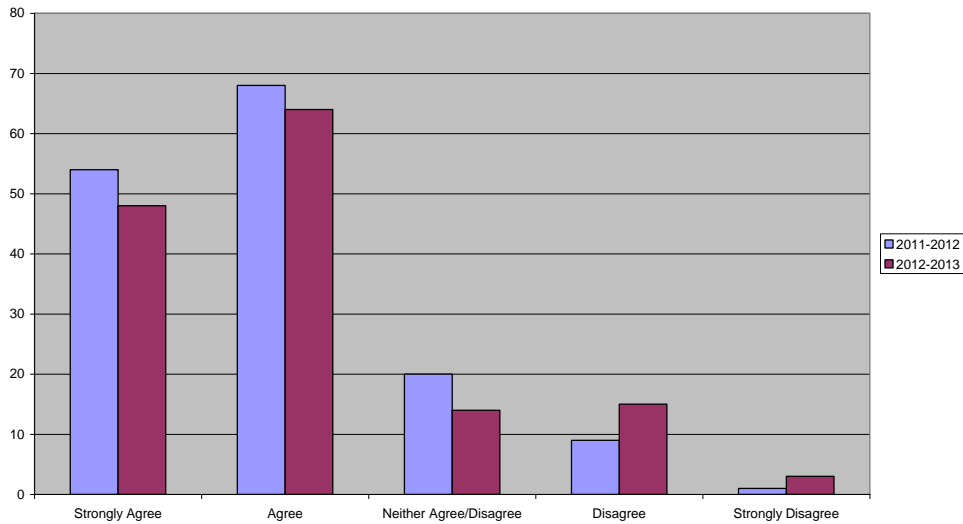
If I need a non-urgent appt I am usually seen within one week



I am happy with the current appointment system

| | 2011-2012 | | 2012-2013 | |
|-------------------|-----------|-----|-----------|-----|
| Strongly Agree | 54 | 35% | 48 | 33% |
| Agree | 68 | 44% | 64 | 44% |
| Neither | | | | |
| Agree/Disagree | 20 | 13% | 14 | 10% |
| Disagree | 9 | 6% | 15 | 10% |
| Strongly Disagree | 1 | 1% | 3 | 2% |

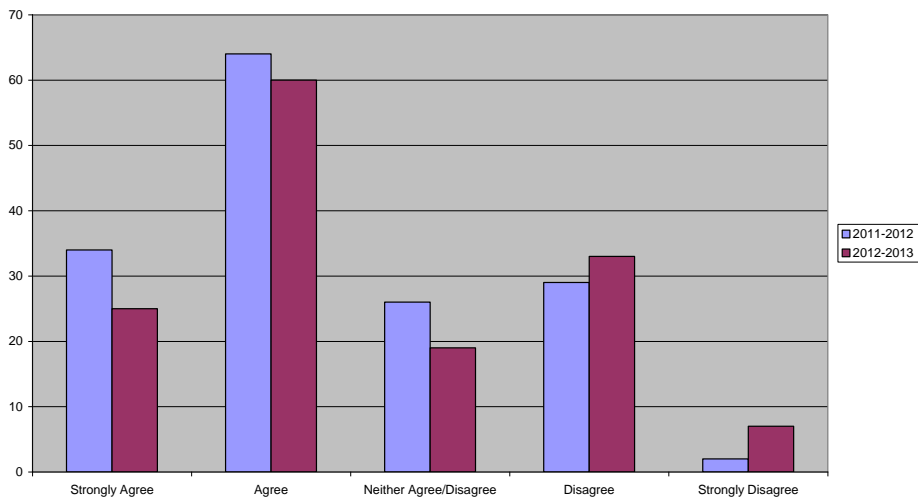
I am happy with the current appt system



I find it easy to get an appointment with the doctor I want to see

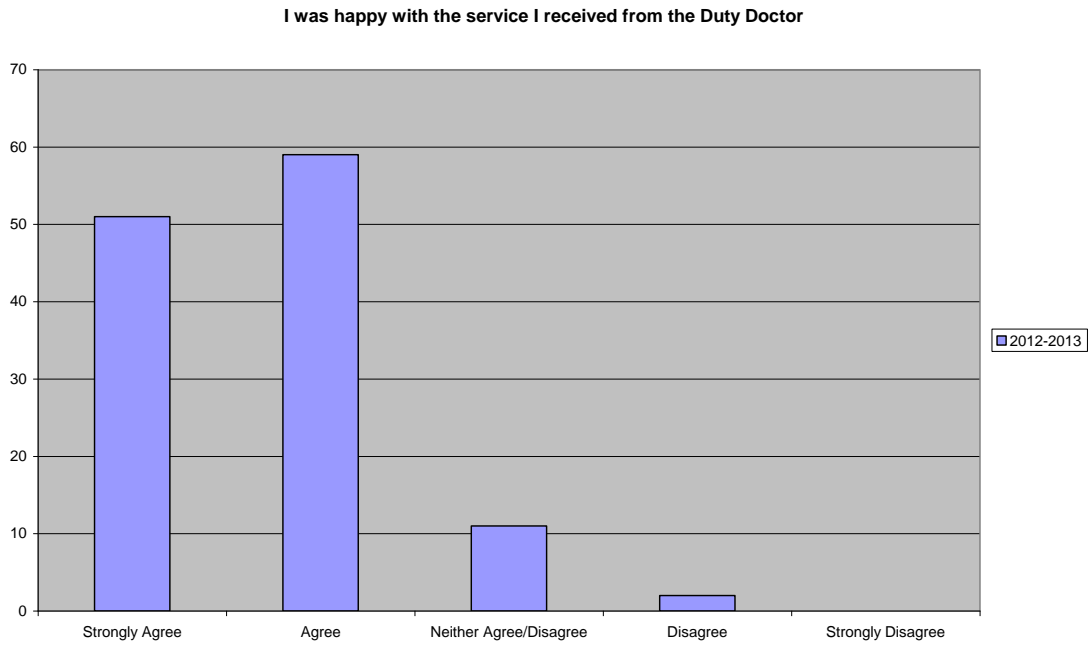
| | 2011-2012 | | 2012-2013 | |
|-------------------|-----------|-----|-----------|-----|
| Strongly Agree | 34 | 22% | 25 | 17% |
| Agree | 64 | 41% | 60 | 42% |
| Neither | | | | |
| Agree/Disagree | 26 | 17% | 19 | 13% |
| Disagree | 29 | 19% | 33 | 23% |
| Strongly Disagree | 2 | 2% | 7 | 5% |

I find it easy to get an appt with the doctor I want to see



**I was happy with the service I received from the Duty Doctor
(New question for 2012-2013)**

| | 2011-2012 | | 2012-2013 | |
|------------------------|-----------|----|-----------|------|
| Strongly Agree | 0 | 0% | 51 | 41% |
| Agree | 0 | 0% | 59 | 48% |
| Neither Agree/Disagree | 0 | 0% | 11 | 9% |
| Disagree | 0 | 0% | 2 | 2% |
| Strongly Disagree | 0 | 0% | 0 | 0% |
| | | | 123 | 100% |

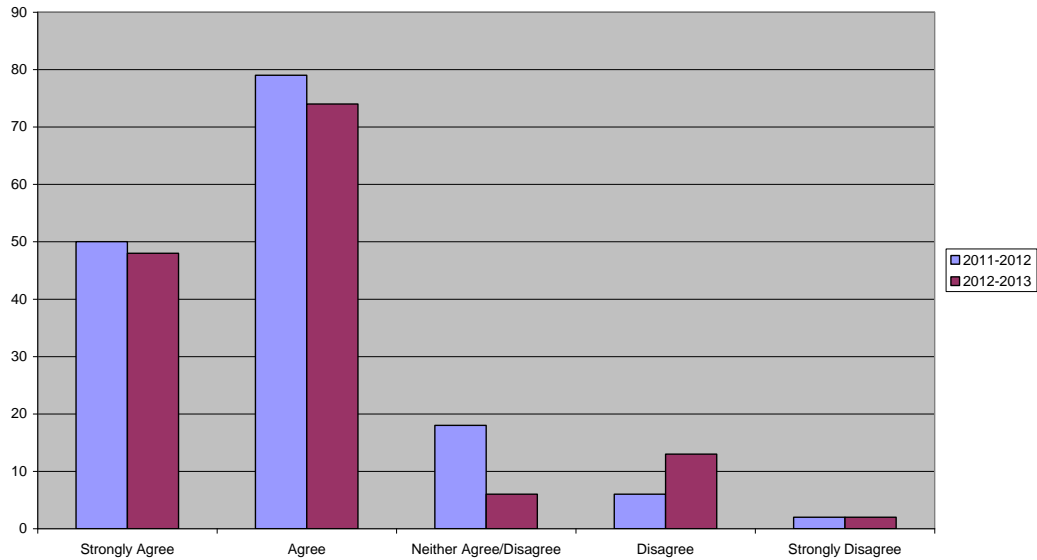


Section 4 General

I find it easy to get through to the Practice on the telephone

| | 2011-2012 | | 2012-2013 | |
|-------------------|-----------|-----|-----------|-----|
| Strongly Agree | 50 | 32% | 48 | 33% |
| Agree | 79 | 51% | 74 | 51% |
| Neither | | | | |
| Agree/Disagree | 18 | 12% | 6 | 4% |
| Disagree | 6 | 4% | 13 | 9% |
| Strongly Disagree | 2 | 1% | 2 | 1% |

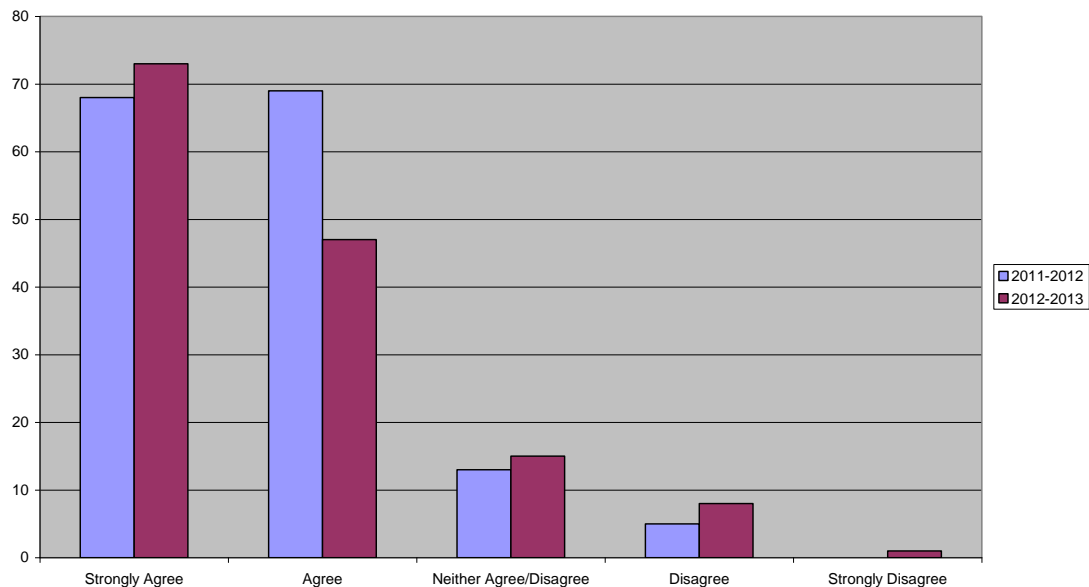
I find it easy to get through to the practice on the telephone



The Reception Staff are helpful in dealing with my needs

| | 2011-2012 | | 2012-2013 | |
|-------------------|-----------|-----|-----------|-----|
| Strongly Agree | 68 | 44% | 73 | 51% |
| Agree | 69 | 45% | 47 | 33% |
| Neither | | | | |
| Agree/Disagree | 13 | 8% | 15 | 10% |
| Disagree | 5 | 3% | 8 | 6% |
| Strongly Disagree | 0 | 0% | 1 | 1% |

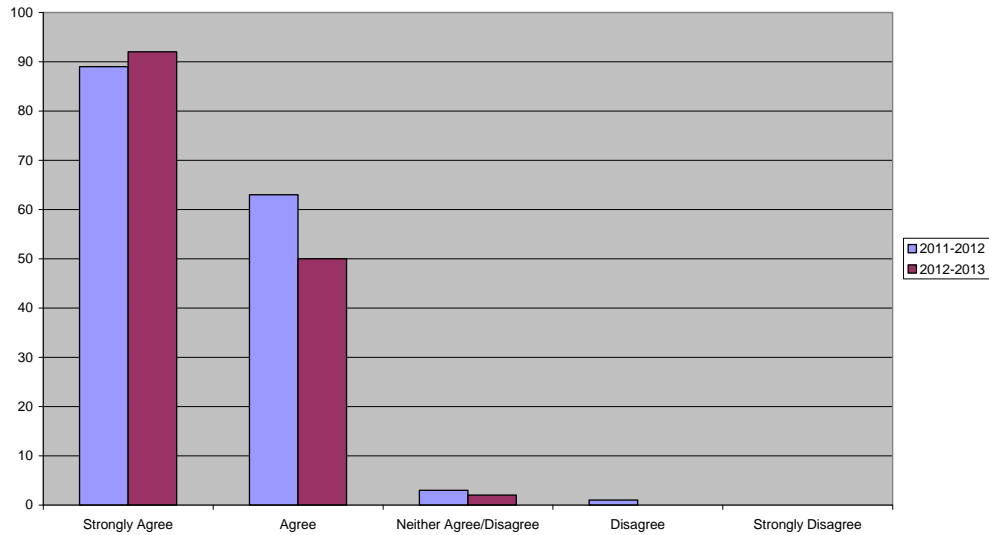
The reception staff are helpful in dealing with my needs



The Surgery is clean and tidy

| | 2011-2012 | | 2012-2013 | |
|-------------------|-----------|-----|-----------|-----|
| Strongly Agree | 89 | 57% | 92 | 64% |
| Agree | 63 | 41% | 50 | 35% |
| Neither | | | | |
| Agree/Disagree | 3 | 2% | 2 | 1% |
| Disagree | 1 | 1% | 0 | 0% |
| Strongly Disagree | 0 | 0% | 0 | 0% |

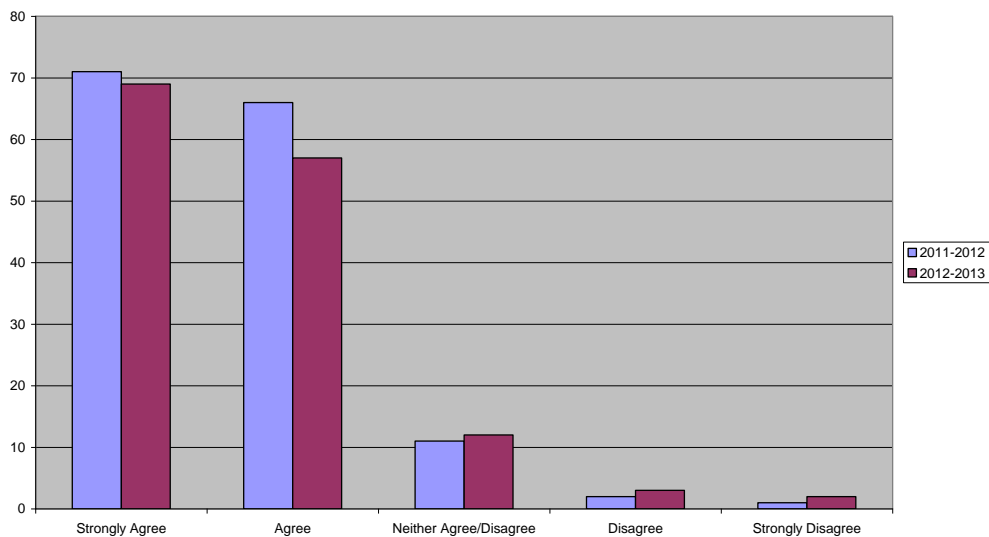
The surgery is clean and tidy



Overall I think the Practice is welcoming

| | 2011-2012 | | 2012-2013 | |
|-------------------|-----------|-----|-----------|-----|
| Strongly Agree | 71 | 46% | 69 | 48% |
| Agree | 66 | 43% | 57 | 40% |
| Neither | | | | |
| Agree/Disagree | 11 | 7% | 12 | 8% |
| Disagree | 2 | 1% | 3 | 2% |
| Strongly Disagree | 1 | 1% | 2 | 1% |

Overall, I think the practice is welcoming



COMMENTS

Repeat Prescription System

- *Many doctors offer a service if ordered before 1pm the prescription is ready the next day – this would be very helpful*
- *My prescription is delivered within 2 – 3 days of ordering*
- *Good system if worked properly*
- *The constant review system for maintenance medication is irritating*
- *They are excellent*
- *If for some reason a repeat prescription is refused, we should be notified by telephone first*
- *Occasionally have asked for less than two days – the staff have been very helpful! Thank you!*
- *I have had problems in the past with repeat prescriptions but lately it has improved*
- *Sometimes the items I need as 'Repeat' do not appear on the list on-line. I add on 'notes' but they sometimes get missed off.*
- *Sometimes my repeat is not ready within two days and does not get sent down to the pharmacy*
- *Seems a bit long winded to get a call from the chemist and then have to call again to confirm needs*
- *This is a very good practice and we do not mind following the protocol*
- *Normally takes five days for collection from Boots at Waitrose*
- *Normally takes almost five days from ordering to actual collection from Boots pharmacy*
- *I do not always get the number of drugs ordered*
- *I find it a very good service*
- *I have my prescription delivered to my home within two days of ordering*
- *Helpful works well*
- *Sometimes a patient might forget to order a repeat prescription and the only way to request one would be to call. There should be a little bit of flexibility in an emergency!*
- *I telephone Marsdens on Leeds Road. Before management/ownership change the system was satisfactory. Currently it takes 4 or if a weekend is involved 5-6 days. Errors have occurred – twice in last 3 months. Staff, all new in last 3 months, are not well trained in this system*
- *Even though I request my prescription on the internet, I would still believe that the ability to order by telephone should be available*

Appointment System

- *More appointments should be available for those working and commuting to/from work who cannot attend during the day.*
- *Having the ability to book appointments further head in time (i.e. longer than 2 weeks ahead) via the internet would be useful which can be planned into your working calendar.*
- *The receptionists go out of their way to make sure you are dealt with quickly and efficiently.*
- *I have found the duty system very rushed and felt quite unworthwhile as a patient*
- *I have not used either duty doctor or same day service*
- *Repeat visits regarding the same incident should be to the original doctor*
- *Re Duty Doctor system - a bit hit and miss - some doctors are better than others - felt as though he was rushing the consultation due to being a later appointment - felt as though he didn't have much time for me*
- *Most appts for the Dr Maw & Shacklock seem to either be too early (school drop off) or around school pick up. Mid mornings would be better*
- *They are very efficient and deal with my problems promptly*
- *The system works well and the receptionists are helpful, but you can't always see the doctor of choice within one week*
- *Online appointment booking system is restrictive when trying to book an appointment with your chosen doctor. By the time the appointments are released online some of the before and after work times are often taken, which is a little unfair.*
- *Online appointments to see the nurse would be beneficial.*
- *Also longer range appointments would be useful; I currently have a requirement for nurse appointments every 3 months and to book for the next appointment at each visit is not possible at present.*
- *Because I have weekly appointments with Sue and book several in advance I am currently unable to book appointments with a doctor online. it would be better if the system did not take into account nurses appointments.*
- *Most of the time the appointment system appears to work well but you are all obviously getting busier would like a return to the old, smaller practices - bigger is not better*
- *When poorly I usually get asked if I need an appointment*
 - *I wouldn't be asking otherwise*
- *I think that it is a very good system*
- *I wish it was easier to get an appointment with my preferred doctor, sometimes it can be 2 weeks, sometimes more.*
- *Reception tone/attitude could be more friendly rather than the formal approach*
- *Having contact the surgery on three separate occasions I am unable to make a future appointment or get an urgent appointment. Yet again I rang the practice today for an appointment and was told I needed to ring back tomorrow. It is no wonder people are using out of hours and A&E unnecessarily because they cannot access urgent primary care appointments. I was then told by reception it was the fault of the gps as they were all off for half term. Quite simply I am not bothered what the issue is my child could have asthma and I need to see a GP. It is totally unacceptable in terms of children's health.*

- *It worked well even on Christmas Eve, thank you*
- *Duty Doctor - only used once - worked well for me*
- *I tried to make an urgent appointment today but couldn't. I am in my mid eighties, in a lot of discomfort and I am a bus ride and a long walk from the surgery. All I got was a phone call to increase my steroids. What has happened to the care that I used to get when you were at the old surgery I feel at my age as though I have been written off.*

General

- *I have found some of your newer receptionists not as helpful as your older ones*
- *My husband and family feel the surgery runs efficiently, we have no complaints overall - only praise for everyone who works there.*
- *Everyone in the surgery treats me with patience and respect*
- *I have nothing but praise for the Spa Surgery, especially for Dr Prowse, my GP*
- *I recently had to use the out of hours service which was excellent*
- *Receptionists always happy to help!*
- *Parking is terrible - completely inadequate*
- *most of the long term staff on reception are fantastic but there is one middle aged lady who is very unhelpful, sometime incompetent and very unwelcoming.*
- *Change the outgoing message every 6 months might be a consideration.*
- *My doctor is great. Competence, care and compassion*
- *The receptionists could be friendlier. Sometimes they come across rather rude and abrupt*
- *Answer message too long - should go straight through to a person!*
- *No problems at all, they always listen and I get dealt with promptly*
- *The taped message you have to listen to before getting through on the phone is old, time wasting and no longer a necessity*
- *A most organised, welcoming surgery - extremely clean and tidy. Reception staff excellent and extremely polite. Administration staff very helpful. DON'T CHANGE*
- *sometimes the receptionists are not very welcoming, a smile or a good morning would help*
- *Message on the phone system is too long when waiting to speak to a receptionist. It could be reduced greatly without losing any of the important information.*
- *Receptionists need to be friendlier and not think they are god.*
- *it would seem that your staff have far too many tasks to take on*
- *More magazines would be good or at least somewhere to put them in the first place.*
- *I wish the doctors would get together with Transdev to arrange for a knaresborough bus to go up Westmoreland street. I live at the bottom of Bilton if I have an early appointment it can cost over £6 to get there with the traffic - the Red Bus doesn't have any early appointments and their prices have risen.*
- *The automated message can seem too long when you are trying to phone the surgery for the 2nd/3rd time*
- *Think the practice is brilliant - you are all so friendly, helpful and accomodating - Many thanks & well done - have recommended you to other friends who are not so happy with their own practices*
- *too big, too clinical*
- *I would like the receptionists to be more friendly when phoning for my needs. Sometimes they can be rude and abrupt*
- *All excellent thank you!*
- *very satisfied with all the services of the surgery*
- *long wait for doctors appointment*
- *The chemist on site is very useful too*

- *I do not like the procedure needed to get through to the surgery number*
- *Would just like to add a little note of praise to the receptionists who are always pleasant even when times are very trying - and I have witnessed them!*
- *not keen on TV screens - moving text makes me feel dizzy - try not to look at it but don't want to miss appointment*
- *I do not have any comment other than praise for the surgery. All my misgivings are related to some regulations and so called directions from the trust or government. They are so bad and lack clinical sense they impede the efforts of all front line workers.*
- *most of the ladies who have worked for spa surgery for years are super there is however a rather unhelpful/sharp/unwelcoming lady who has appeared within recent times. She is not someone who I like to deal with*
- *car parking adequate and always able to find a space*
- *more water dispensers b. cartoons on waiting tv – new ones? c. teen magazines d. old place was more welcoming service wise e. make Q box bigger*
- *I am very happy with the attention and help I get from all the staff - receptionists, nurses and doctors. Thank you*
- *Shame bus service doesn't come to fruition. if you don't have transport it can be quiet awkward especially for older people.*
- *Don't like the pre-amble on the phone and 8am calls often go to answering machine*
- *The configuration of chairs in waiting room B makes the area feels claustrophobic; patients with backs to surgeries feel uncomfortable and chairs insufficient when children play - one patient had to stand although 2 chairs were vacant.*
- *It is much appreciated*
- *The corridors are designed to HTM standards which cover health and safety including fire escape routes and the protection of those routes. Corridors should not have chairs etc and be used as waiting areas. The hvac systems are also not designed for waiting area use a serious potential cause of ease of infection cross over.*
- *Since the big move to the present premises, everything seems clean, well run and efficient*
- *The reception staff could smile occasionally! The toilets are sometimes very messy!*

SURVEY PROFILE

Option: TOTAL (144)

Male 64 (44%)

Female 80 (56%)

Option: TOTAL (144)

| | | |
|----------|----|-------|
| under 16 | 1 | (1%) |
| 17 - 24 | 4 | (3%) |
| 25 - 34 | 9 | (6%) |
| 35 - 44 | 8 | (6%) |
| 45 - 54 | 23 | (16%) |
| 55 - 64 | 28 | (19%) |
| 65 - 74 | 38 | (26%) |
| 75 - 84 | 20 | (14%) |
| Over 84 | 13 | (9%) |

Option: TOTAL (144)

| | | |
|---------------------------|-----|-------|
| White British | 139 | (97%) |
| White (other) | 1 | (1%) |
| White Irish | 0 | |
| Mixed race | 0 | |
| Indian | 0 | |
| Pakistani | 1 | (1%) |
| Bangladeshi | 0 | |
| Other Asian (non-Chinese) | 0 | |
| Black Caribbean | 0 | |
| Black African | 0 | |
| Black (others) | 0 | |
| Chinese | 3 | (2%) |

Appendix B

Patient Group Representation

Our practice population profile:

PRACTICE POPULATION

| Age Range | Male | Female | Total | Age Range |
|-----------|----------|----------|-------|-----------|
| 0 – 15 | 780 50% | 765 50% | 1545 | 15% |
| 16 – 24 | 491 45% | 612 55% | 1103 | 11% |
| 25 – 34 | 621 49% | 641 51% | 1262 | 12% |
| 35 – 44 | 732 53% | 649 47% | 1381 | 14% |
| 45 – 54 | 772 50% | 765 50% | 1537 | 15% |
| 55 – 64 | 595 50% | 592 50% | 1187 | 12% |
| 65 – 74 | 512 49% | 534 51% | 1046 | 10% |
| 75 – 84 | 321 43% | 427 57% | 748 | 7% |
| 85+ | 133 33% | 274 67% | 407 | 4% |
| Total | 4957 49% | 5259 51% | 10216 | 100% |

Ethnicity

| | Patient Count | |
|--|---------------|--------|
| (XaJQv) British or mixed British - ethnic category 2001 census | 4838 | 47.43% |
| (XaJQw) Irish - ethnic category 2001 census | 35 | 0.34% |
| (XaJQx) Other White background - ethnic category 2001 census | 345 | 3.38% |
| (XaJQy) White and Black Caribbean - ethnic category 2001 census | 7 | 0.07% |
| (XaJQz) White and Black African - ethnic category 2001 census | 19 | 0.19% |
| (XaJR0) White and Asian - ethnic category 2001 census | 12 | 0.12% |
| (XaJR1) Other Mixed background - ethnic category 2001 census | 30 | 0.29% |
| (XaJR2) Indian or British Indian - ethnic category 2001 census | 25 | 0.25% |
| (XaJR3) Pakistani or British Pakistani - ethnic category 2001 census | 1 | 0.01% |
| (XaJR5) Other Asian background - ethnic category 2001 census | 56 | 0.55% |
| (XaJR6) Caribbean - ethnic category 2001 census | 8 | 0.08% |
| (XaJR7) African - ethnic category 2001 census | 35 | 0.34% |
| (XaJR8) Other Black background - ethnic category 2001 census | 2 | 0.02% |
| (XaJR9) Chinese - ethnic category 2001 census | 129 | 1.26% |
| (XaJRA) Other - ethnic category 2001 census | 23 | 0.23% |
| (XaJRB) Ethnic category not stated - 2001 census | 4635 | 45.44% |
| | 10200 | |

We publicised our patient group on our website, in practice newsletters and on our LCD screens in the practice. We did not have much success with this so we wrote out to a cross section of 50 patients (varying age groups, disabilities, long term conditions and carers). We recruited 23 patients for our core group – see summary profile of patient representation.

PATIENT GROUP

| Age Range | Male | Female | Total | TARGET | over/ - under target |
|-----------|------|--------|-------|--------|----------------------|
| 0 - 15 | 0 | 0 | 0 | 0% | 3 -3 |
| 16 - 24 | 0 | 1 | 1 | 4% | 2 -1 |
| 25 - 34 | 1 | 0 | 1 | 4% | 3 -2 |
| 35 - 44 | 0 | 1 | 1 | 4% | 3 -2 |
| 45 - 54 | 2 | 1 | 3 | 13% | 3 0 |
| 55 - 64 | 0 | 0 | 0 | 0% | 3 -3 |
| 65 - 74 | 4 | 5 | 9 | 39% | 2 7 |
| 75 - 84 | 4 | 2 | 6 | 26% | 2 4 |
| 85+ | 1 | 1 | 2 | 9% | 1 1 |
| Total | 12 | 11 | 23 | 100% | 23 0 |

All of the group are White British which is not surprising as we have very low numbers of patients with other ethnic origins and this is solely because of the area in which we live.

We felt that this group did not represent the younger patients so we have written to 50 patients aged 16 – 25 years and invited them to a 'focus group' for this age group on 27 March 2012 to ascertain their views and preferences for the services we provide. This was not successful as we only had one response from a parent who sent apologies as her daughter was away.

We are school doctors for two local boarding schools so one of the Partners (Dr Shacklock) arranged a meeting with a group six formers on 27 February 2013. They discussed preparation for university and steps to take with regard to registering with local doctor, sexual health and well being. The feedback from the students was very good and the practice would like to extend this type of meeting to other young people who are preparing to leave home for the first time.

We now have:

Core Patient Participation Group

This is made up of 23 patients who will meet two or three times each year to assist us in designing and managing a structure which both reflects and gains the views of the most appropriate cross section of our registered population.

'Virtual' Patient Group

We are in the early stages of setting up a virtual patient group. We have identified just over 200 patients who have registered their e-mail addresses with the practice and during 2013-2014 we will send our newsletters and any surveys we do to these patients.

Patient Surveys

This involves a random selection of patients who attend the surgery so we can review the quality of a broad range of our services such as opening hours, repeat prescriptions, ability to book appointments ahead or to be seen quickly, telephone answering etc.