

PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

C81016

Practice Name:

Bakewell Medical Centre

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

Bakewell Medical Centre is a dispensing semi rural practice in the heart of the Peak District. We are a training Practice and are situated in a modern purpose built building.

The make up of the PRG reflects the local population in that almost 30% of the population are aged 65 and above. Despite extensive efforts by the patient group and the Practice we still have a reference group which does not fully reflect the age profile of the Practice with the majority of patients being in the 65+ age group.

However, our PRG have been successful and celebrate their 10th anniversary this year, being one of the oldest groups in this area. They remain supportive and a 'critical friend' where required of the Practice.

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
Age			
% under 18	16.7%	0%	-16.7%
% 18 – 34	14.8%	0%	-14.8%
% 35 – 54	25.3%	10%	-15.3%

% 55 – 74	28.5%	71%	+42.5%
% 75 and over	14.7%	19%	+4.3%
Gender			
% Male	47%	38%	-9%
% Female	53%	62%	+9%
Ethnicity			
% White British	> 99%	100%	Negligible
% Mixed white/black Caribbean/African/Asian	<1%	0%	Negligible
% Black African/Caribbean	0%	0%	Negligible
% Asian – Indian/Pakistani/Bangladeshi	<1%	0%	Negligible
% Chinese	<1%	0%	Negligible
% Other	<1%	0%	Negligible

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

Bakewell continues to be dominated by an elderly mainly affluent population with almost 30% of our population now being 65 or older so in many ways the domination of the group by older members is not unexpected. This cohort of patients are much higher users of our services and therefore have much more contact with the surgery.

Of those who work, many work at a distance (Sheffield, Manchester, Chesterfield, Derby) and the time/distance of their commutes can result in them not wishing to commit to an early evening meeting, although some are happy to be a member of the wider PRG group as opposed to the PPG who meet bi-monthly.

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:

We have polled patients to judge if a change to the time of the meeting (currently 6.30 pm on a Tuesday evening bi-monthly) would encourage them to join but overwhelmingly our current time/day remains the most popular option.

With having an elderly population, many more of our patients are carers and simply can not give the commitment to join our group.

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

We continue to promote the Group through our teenage health clinic, links with the local secondary school & mother and baby group. Our bi-annual newsletter which is well read and distributed to various outlets around the town is regularly used to encourage patients of all ages to join us and our staff actively promote the group. We have continued to ask all new patients who have joined the Practice (this forms a question on our New patient Questionnaire) if they are interested in joining either as a member of the PPG for bi-monthly meetings

Any patients who complain are invited to join the Group to help us to shape/reshape services especially if their complaint centres around service issues.

Setting the priorities for the annual patient survey

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

As in previous years, the group met and discussed a range of topics which were relevant (see Minutes dated September 2013) and the initial ideas were then developed to focus on appointments/GP availability

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 Group/Practice agreed that survey questions would include questions which prompted patients to think about what their preferences were in terms of availability and taking into account the Practice are a training Practice and that if further opening hours are required how would we manage to have sufficient GP's available and more importantly the GP of their choice (as this is a regular comment./complaint made)

How our patient survey was undertaken:

We ran this for a period of two months during the autumn (a key time as this captured patients attending flu clinics as well) and had an online version of the questionnaire on our website. All staff were encouraged to invite patients to complete this and a supply was given to each clinician with plenty held on reception

Summary of our patient survey results:

Please see attached appendix.

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:

The results were summarised and discussed at our March PPG meeting and circulated to all PRG members in addition via email

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

The need to look carefully at the availability of our GP's and with ever increasing demand how best this could be achieved. As a result, the Practice have held further discussions as a full team and are to implement changes wth effect from April to include a change in the on call GP's duties and a system which will triage every patient who is unable to get a non urgent appointment on the day of their choosing

Despite extensive advertising of our opening hours (including provision to numerous outlets around the town of small information cards regarding the Practice) almost 50% of respondents were still unaware of our extended opening hours so we agreed that we would continue to promote these as widely as possible.

We agreed/disagreed about:

We agreed that changes were necessary to our appointment system.

ACTION PLAN

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

Prior to and subsequent to our PPG meetings the Practice Team had discussed the same issues and presented their own views via flip chart.

A concensus was agreed and that from both our view points changes were necessary especially as staff were increasingly being subject to increasingly rude and demanding behaviour from some patients

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

There were none which impinged upon our plan

Copy of agreed action plan is as follows:				
Priority improvement area Eg: Appointments, car park, waiting room, opening hours	Proposed action	Responsible person	Timescale	Date completed (for future use)
Appointments	As described above- changes to the on call GP's duties. Also more prebookable appointments to be made available for all GP's (exc on call days) This will be developed as a PDSA and further changes discussed/agreed with both the PPG/staff	Practice Manager	To commence April 2014	
To continue to promote the hours that the Practice opens	Via website, notices in the Practice, ongoing distribution of information cards around the town about the Practice.	Practice plus PPG	Ongoing	

Review of previous year's actions and achievement
<p>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:</p>
<p>“You said We did The outcome was”</p>
<p>2012-13 Action Plan</p> <ol style="list-style-type: none"> 1. Website information to be printed and displayed in reception to ensure patients aware of- <i>achieved/completed. Prominently displayed on our main noticeboard</i> 2. Provision of services offered in the surgery to be displayed prominently- this to include details of clinics (as per our website) and services available to patients such as Patient Access (the ability to order medication and book appointments on line) – <i>achieved/completed. Prominently displayed on our main noticeboard</i> 3. Provision of patient information via tidy and relevant leaflet displays and notice boards to be easy to read and containing surgery information (as per point 2 above) – <i>leaflet information stand purchased and waiting area redesigned to accommodate this plus Health Promotion information</i> 4. Further consideration be given to purchase of a computer in reception area for use by patients as an information portal and which could be used for ongoing questionnaires (ie a touch screen) or for a Health Information Screen to provide updated and ongoing information to our patient population when visiting the surgery. <i>Discussed at length with both PPG/Practice Team but not yet taken forward (significant cost considerations. However, this remains under</i>

discussion

5. Consideration to be given to newsletters being placed on a shelf immediately below the check in screen to increase circulation of these (although we did print in excess of 1000 at Christmas which were all taken-this is a very popular and widely read publication)-*this is now done*
6. Practice Manager to update and bring to future meetings alternative telephone providers as our existing telephone contract with an 0844 provider due to expire in 2014-*telephone system changed in July 2013 and reverted to local number*

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:

Not applicable

Publication of this report and our opening hours

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

On the Practice website
Referred to in the Spring Newsletter
Hard copies available for patients requesting a copy
Copy on the Practice noticeboard in main reception

Opening times

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

Monday 8.00 am to 8.00 pm
Tuesday 8.00 am to 6.30 pm
Wednesday 7.00 am to 6.30 pm
Thursday 8.00 am to 6.30 pm
Friday 8.00 am to 6.30 pm