

Add practice logo here if required

PATIENT PARTICIPATION REPORT 2013/14

Practice Code:

C81033

Practice Name:

SHIRES HEALTH CARE

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

Shires Health Care is a practice within Derbyshire/Nottinghamshire with a patient population of 15,323. The PRG was established in 2002 and has retained some of the original members. There is an elected Chair, Vice Chair and Secretary. The PRG meets every six weeks at the main surgery in Shirebrook. Members of the practice are encouraged to speak to the PRG about their particular expertise and in the past we have had representation from a member of the reception team and the nursing team.

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	21.51%	11.11 %	
% 18 – 34	22.83%	0	
% 35 – 54	26.89%	44.44%	
% 55 – 74	20.31%	33.33%	
% 75 and over	8.46%	11.11%	
Gender			
% Male	48.73%	33.33	

% Female	51.27%	66.67	
Ethnicity			
% White British	95.83%	100%	
% Mixed white/black Caribbean/African/Asian	0.01%		
% Black African/Caribbean			
% Asian – Indian/Pakistani/Bangladeshi			
% Chinese			
% Other	4.16%		

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

We have invited members of the Polish community to attend the PRG meeting, but although two people have expressed an interest, they have so far not attended a meeting.

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:

A significant proportion of the practice's population under the age of 65 are either unemployed or on long-term sick.

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

Invited members of the Polish Community.

Setting the priorities for the annual patient survey

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

The survey is discussed annually with the PRG. We have decided to retain the same questions for more than one year in order to see if there has been any improvement in the specific areas.

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:

In 2012/13 the practice and PRG jointly devised the questionnaire.

How our patient survey was undertaken:

The survey was sent out randomly by post to over 200 registered patients. The survey has also been given to patients to complete when attending for an appointment.

Summary of our patient survey results:

Please see attached results.



Patient
Questionnaire Results

Analysis of the patient survey and discussion of survey results with the PRG

This describes 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 analysed by the Practice Manager with assistance from one of the reception team. The results were discussed at the PRG meeting on the 4th March 2014. The results were very encouraging, particularly in relation to the helpfulness of the reception staff.

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

Telephone access. This theme crops up each year. What is apparent, however, is that as compared with other practices within our CCG we have the highest proportion of patients registered at one site.

We agreed/disagreed about:

Agreed that the results were encouraging, telephone access is still a problem.

ACTION PLAN

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

Look at ways of improving telephone access.

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

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)
None	N/A	N/A	N/A	N/A

Review of previous year’s actions and achievement
 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:

“You said We did The outcome was”

Telephone access – there are now four reception staff answering telephone calls from 8am on a Monday morning.

Appointments – the practice employed a long-term locum for one day per week to try to alleviate some of the problems with appointments.

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:

No disagreement

Publication of this report and our opening hours

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

Copies of the report will be published on the practice website and in surgery. The surgery opening hours are advertised in surgery and on the practice website.

Opening times

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

Main Surgery: 8am to 6.30am Monday to Friday.

Branch Surgery: 8.30am to 1pm Monday to Friday
2pm to 6pm Monday, Tuesday, Thursday and Friday

Extended Hours (Main Surgery Only)

Monday, Tuesday and Thursday 6.30pm to 8pm