

NIGHTINGALE VALLEY PRACTICE

Patient Participation Report

Stage one – setting up the patient representation group (PRG) and validating that the patient group is representative of the practice population

<p>Type of PRG - We have not had a Patient Forum Group in the past and gaining interest has been surprisingly challenging. We have been recruiting since November 2011 and this remains ongoing. Most members have been contacted via e-mail as we have found this is the most efficient way in communicating. However, we are aware that not everyone has access to e-mail and do not want to exclude those patients who would like to be involved. Therefore we are consulting on how best to bring the valuable input from this population together.</p>				
<p>Size of the PRG We currently have 40 members but are actively recruiting more</p>				
Practice population profile		PRG profile		Differences between population and PRG, and the efforts made to reach any groups not represented are as follows
Age				
% Under 16	19%	% Under 16	0%	Under represented. It is thought that most people in this age group may have a lower interest in a PRG. When meeting with our 4YP mystery shoppers they clearly indicated that it is not something they would want to be involved in on a regular basis. However we are keen to continue to try and recruit within this age bracket
% 17 – 24	9%	% 17 – 24	5%	Represented
% 25 – 34	19%	% 25 – 34	5%	Under represented. We will continue to recruit patients within this age group particularly focussing on the young parent community where we are not well represented at the moment.
% 35 – 44	16%	% 35 – 44	11%	Represented
% 45 – 54	14%	% 45 – 54	31.5%	Over represented, but very happy to welcome everyone to our community
% 55 – 64	10%	% 55 – 64	17.5%	As above
% 65 – 74	7%	%65 – 74	17.5%	As above
%75 – 84	4%	%75 – 84	12.5%	As above
% Over 85	2%	% Over 85	0%	It has been difficult to recruit within this age bracket.
Ethnicity				
It has been difficult to do an evaluation on ethnicity as not all our members have disclosed				

<p>this information and our current data is stored with too many variables. However, 1 patient has declared themselves as White and Black Caribbean and 1 Asian. We believe this is representative of our area in Brislington</p>			
Gender			
% Male	50.8%	% Male	37%
		<p>We feel comfortable with this result as this reflects the split between the number of women vs men visiting the surgery. We will encourage more men to join</p>	
% Female	49.2%	% Female	63%
Other			
<p>7 of our PRG have stated they represent a particular patient group as a carer or through work as follows:</p> <p>Children x 3 Physical disabilities x 3 Mental health Problems x 1</p>			
Steps taken to recruit patients to the PRG		<p>The following methods were used to recruit our PRG:</p> <ul style="list-style-type: none"> • Posters displayed in our waiting area • Advertised on our practice website • Staff actively recruiting patients when visiting • Speaking to members of other groups including 4YP mystery shoppers, Carers Group and various clinics <p>We have now widened our search and are also recruiting through:</p> <ul style="list-style-type: none"> • Local chemists • Local community centre • Other healthcare Professionals who work with our patients 	
Differences between the practice population and members of the PRG		<p>This has been covered in the sections above</p>	

Stage two – validate the survey and action plan through the local patient participation report

<p>Survey – The practice should outline how the survey was conducted and the results</p>
<p>How were the areas of priority for the survey set? As the formation of our PRG was in its early stages we looked to gain input from other sources to compliment and bolster opinion. We already had a suggestion box which raised items for discussion, plus feedback from a mystery shopping exercise and issues arising from complaints. Staff were instrumental in feeding back comments from patients gathered either face to face or over the phone. The 3 areas we agreed to survey were fairly generic but regularly featured in any feedback we had gathered.</p>

How were the questions drawn up?

Having reviewed the feedback, we separated the questions into 3 topic headings (Surgery Opening Times, Waiting Times and Access to the Surgery) which reflected concerns and feedback highlighted by our patients as described above.

How was the survey conducted?

The survey was conducted throughout February and early March.

Where appropriate patients visiting the practice were invited to complete the survey

The survey was available in the waiting room and at the reception desk (we had lots of lovely doodles from children but sadly could not include them in the results)

The questionnaire was made available on our website during February

Members of the PRG were invited to complete via e-mail

What were the results of the survey?

The results are attached with analysis and comment

Action plan – The practice should outline how action plan was agreed

How was the PRG consulted on the proposed action plan?

There were no real surprises from the survey and overall was very positive. The results of the survey fed into the initial action plan. Our PRG have been invited to comment and contribute ideas following publication of the results and an action plan has been agreed and published.

This is still work in progress and we would welcome any further comments and ideas. Even more importantly we would love to hear from anybody who would like to become part of our PRG going forward

What was the agreed action plan?

Please see attached

There were no contractual considerations to the agreed actions

Local patient participation report

What is the URL of the website where the report was published?

<http://www.nightingalevalleypractice.co.uk/>

The report will be displayed in our surgery and hard copies available on request

Opening times and method of obtaining access to services during core hours

Our core opening times are:

08.00 – 18.30 and the main practice at Brooklea is open constantly through this time. Our branch surgery at Riverside is closed on a Tuesday morning and Friday afternoon however access to Doctors and Nurses is available at Brooklea Health Centre

Telephone access starts at 08.30 – 13.00 and 14.00 -18.30. From 2nd April access for emergencies will be available 08.00 -08.30 and 13.00 – 14.00.

Extended hours arrangements that are in place for patients outside of core hours

We are also open for appointments on a:
Tuesday from 07.00 – 08.00 and 18.30 – 19.30
Wednesday from 18.30 – 19.30
Thursday from 07.00 – 08.00 (at our Riverside branch Surgery)