

NIGHTINGALE VALLEY PRACTICE

Patient Participation Report

<p>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. We are consulting on how we can make this work better for this population. We also draw on feedback via complaints, compliments, staff and patient suggestion box to ensure we are taking into account all views.</p>				
<p>Nightingale Valley Practice has a growing population and currently have 15,500 patients on our register</p>				
<p>Size of the PRG We currently have 42 members but are actively recruiting more</p>				
<p>Practice population profile</p>		<p>PRG profile</p>		<p>Differences between population and PRG, and the efforts made to reach any groups not represented are as follows</p>
<p>Age</p>				
% 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	0%	Under represented. However we will continue to encourage this population to join
% 25 – 34	19%	% 25 – 34	4.9%	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	4.9%	Represented
% 45 – 54	14%	% 45 – 54	19.5%	Represented
% 55 – 64	10%	% 55 – 64	17.5%	Over represented, but very happy to welcome everyone to our community
% 65 – 74	7%	%65 – 74	17.5%	As above
%75 – 84	4%	%75 – 84	12.5%	As above
% Over 85	2%	% Over 85	7.3%	As above
<p>Ethnicity</p>				

Our practice profile shows us to be in an area of Bristol with predominantly a White British population, although we do have some patients in all other ethnic groups. Currently PRG membership is represented 97.6% British and 2.4% White Irish.

Gender

% Male	50.8%	% Male	41.5%	We have seen an increase in males joining the PRG over the past year which has balanced the split between female and male more equitably.
% Female	49.2%	% Female	58.5%	

Other

7 of our PRG have stated they represent a particular patient group as a carer or through work as follows:

Children x 3

Physical disabilities x 3

Mental health Problems x 1

Steps taken to recruit patients to the PRG

The following methods are used to recruit our PRG:

- 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
- Invitation attached to patient survey, which is where we see most of our recruitment

We have now widened our search and are also recruiting through:

- Local chemists
- Local community centre
- Other healthcare Professionals who work with our patients

Moving into 2013 we are now engaging with the local Brislington Neighbourhood Partnership which will lead to greater clarity on what is needed in the wider community

Patient Survey

We firstly reviewed the previous patient survey as we wanted to measure improvements made following our published action plan. We then sought opinions from our patients and staff on what we should be asking to help us build a follow plan and also start looking at our 2013/14 business plan. The question set was agreed with some changes following helpful feedback.

The survey was carried over a 2 week period commencing 25th February.

The survey was made available in the surgery with an invitation for all patients to take part and sent to existing members of the PRG.

The data was collated by an independent member of staff into an excel spreadsheet and the output anonymised

As part of the survey, we collected free text comments to allow more freedom for our patients to offer feedback.

In total we received 75 responses. Although we would have preferred to have more we are pleased with the response we received.

A full copy of the results is attached to this report.

An e-mail will be sent to PRG members that results are now available. It is also displayed on our website and in our reception area, accompanied with a thank you to all patients who took part.

Action Plan

A draft action plan has been put together by the Practice Manager following the survey results. This is being shared with the PRG and staff members. The action plan is attached to this report.

This year's survey has produced favourable comments about our surgery, the GP's, Staff and the services we provide. There were some negative comments and some very useful constructive ideas which have been built into our action plan. We recognise that not all our patient's are happy, particularly around getting the appointment they want but overall the survey has been very positive.

Any action plan remains a work in progress and we will always welcome any further comments and ideas.

Even more importantly we would love to hear form anybody who would like to join the PRG going forward

There were no contractual considerations to the agreed actions

Local patient participation report

Can be found on <http://www.nightingalevalleypractice.co.uk/>. Paper copies are available in the surgery.

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

Opening Times

Our core opening times are:

08.00 – 18.30 at the main practice at Brooklea, Monday to Friday. We do not close for lunch. Our branch surgery at Riverside is closed on a Tuesday morning and Friday afternoon however access to a Doctor or Nurse is available at Brooklea Health Centre

Telephone access starts at 08.30 – 13.00 and 14.00 -18.30. There is an emergency number for the following hours 08.00 -08.30 and 13.00 – 14.00.

Extended hours surgeries are available on:

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)

Appointments are available with a Doctor and a Practice Nurse