Drs Medley Conway & Spencer March 2013

Patient Participation report and survey results

Drs Medley Conway & Spencer is a urban practice based in Dewsbury Health Centre with a practice list size of 4500 appointments.

The practice has a lower practice list size than both average local and national .

Patients in the population are deemed to have a high deprivation score male life expectancy is 74.9 and female 80.2 years. 0.4% of patients live in nursing homes 65.1% have long standing health conditions . There is a higher prevalence of heart disease and hypertension than the national average along with diabetes mental health issues and respiratory conditions .

Referrals into secondary care for out patient appointments are slightly higher than the local average but lower than the national average the same applies to A&E attendances .

The PPG has been established for just over 1 year with 16 members attendance at meetings has varied through the year .Group members were recruited in several ways initially each member of the practice team was asked to think of someone who they thought may be interested in joining the practice manager then approached the patients, posters were displayed in surgery along with handouts to pick up form reception desk, also mentioned on practice website. After recent discussions a paragraph about the group has been added to the new patient questionnaire.

|  |  |
| --- | --- |
| Practice population profile no | Prg profile no |
| Age |  |
| Under 16 837 | 0 |
| 17-24 435 | 1 |
| 25-34 594 | 2 |
| 35-44 615 | 1 |
| 45-54 667 | 2 |
| 55-64 513 | 6 |
| 65-74 379 | 3 |
| 75-84 260 | 1 |
| Over 84 104 | 0 |
| Total | 16 |
|  |  |

Gender

|  |  |  |
| --- | --- | --- |
|  | Practice population | PRG |
| Male | 2175 | 4 |
| Female | 2229 | 12 |

Ethnicity

|  |  |  |
| --- | --- | --- |
| White British | 89% | 13 |
| Asian | 8.4% | 3 |
| Other non white groups | 2.8 % | 0 |

The group meet on 23.1.2013 and discussed the requirements of the creating patient survey for this year , group thought it was important to try to ascertain what the practice population knew about the practice and how the practice communicated ideas and new services to patients as communication was thought to be an issue.

Young members thought use of email text messaging and web site were excellent communication methods as did some of the older group members but they also stated like the “personal touch “ and like to have information on paper.

Issues still arose around appointment availability and getting through on phone in a morning so decided to ask questions around choice of appointment times , how would like to book a an appointment and were patients aware of extended hours appointments and pre booking .

Practice manager also raised in national survey questions around helpful reception staff were . Although the score was above national average practice manager asked if question could be added to our own survey , PRG members agreed.

One member of group offered to assist the practice manager in ensuring questions read well and hopefully clear to patients. Other member offered to do the statistical analysis of results.

It was agreed survey could be completed on line or my respondents been asked at reception if they would like to complete a survey whilst waiting for an appointment .

125 surveys were completed.

The PRG met on Weds 20th March to discuss findings.

The survey on the whole demonstrated some very positive results these were backed up by patient comments that had been extracted from the survey.

Patients had very positive views on the practice in general 78.2% were very satisfied 18.8 were satisfied 95.8 % said they would recommend practice .

The group agreed to address the following areas

1 ) To set up online booking of appointments

2) practice to complete work on appointment analysis and feedback to group with results

3) To have campaign in practice re systm 1 on line use a and the practice website