

PATIENT PARTICIPATION REPORT

2013/14

Practice Code:

C81030

Practice Name:

Darley Dale Medical Practice

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

Darley Dale Medical Centre has 3 surgeries; our main site is based at Darley Dale with two smaller surgeries at Winsters and Youlgreave. The two smaller surgeries Winsters and Youlgreave are both dispensing practices in rural settings.

Our patient group meets 4 times per year and meetings are conducted in an evening to ensure no barriers are present for our working population. In our meetings some topics are set but also the reference group has email contact with the practice manager to highlight topics/ideas they wish to discuss.

Our practice population is a 50/50 split female to male population with 69% over 35. Our patient group average age is 64 and over 35 is over represented with all being over 35. In this we acknowledge the age group of 35 and over is represented well but as seen below, under 35 is not represented and our male population is currently under represented despite our efforts to increase this.

To advertise this group we have thought about how to appeal to the under 35 age group, advertising whilst in surgery and have started to develop staff to launch a social media profile to use sites such as Facebook and Twitter which is currently well used by our under 35 population.

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	17%	0%	-17%
% 18 – 34	14%	0%	-14%
% 35 – 54	27%	24%	-2%
% 55 – 74	30%	62%	+32%
% 75 and over	12%	14%	+2%
Gender			
% Male	50%	24%	-26%
% Female	50%	76%	+26%
Ethnicity			
% White British	91%	100%	+9%
% Mixed white/black Caribbean/African/Asian	9%	0	-9%
% Black African/Caribbean	0.1%	0	-0.1%
% Asian – Indian/Pakistani/Bangladeshi	0.2%	0	-0.2%
% Chinese	0.0%	0	0
% Other	0.04%	0	-0.04%

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

Around 70% of our practice population is over 35 and our PRG group in comparison to our practice population is currently over represented against the under 35 that is currently not represented.

Encouraging the under 35 age group to be involved is proving to be a challenge as this age group have other commitments (i.e. young families and demanding jobs) and are generally the well, which gives them less enthusiasm to commit their time.

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 reviewed timings of our meetings and in the January meeting we issued a meeting evaluation form in

order to improve attendance and generate ideas to involve all patients, any recommendations have been completed.

During the patient reference group it was discussed how to involve the younger population and they agreed that the use of social media would be beneficial not only for the younger groups but they acknowledge this is becoming more and more popular with the over 55 group.

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

We continue to promote the group via Health Visitors and Nursing staff who target the under 35 age group.

Our staff have started an external qualification in social media and a planned launch of these sites are for 2014, in the later end of this year we should see the benefits.

Setting the priorities for the annual patient survey

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

To set the priorities for this year's annual survey we looked at what areas had not been covered previously e.g. cleanliness and sort feedback from the PRG group to understand their concerns and what areas they would like to feature in the survey.

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 our January meeting we had a long debate on what questions should be involved and during this meeting it was agreed that the questions would be around appointment availability, 111 service, waiting times and cleanliness.

How our patient survey was undertaken:

The patient survey was advertised on line and given to all patients to complete whilst they waited for their appointment on site. This was conducted for a 4 week period.

Summary of our patient survey results:

Please see attached link to survey results.

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 Survey results have been analysed during a managers meeting and then taken to the PRG group to discuss the result, looking at their reflections of the results and what ideas they had for improvements.

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

- Appointment availability, to advertise telephone appointments and to look to have criteria of the classification of appointments available, advertising a service agreement.
- To review the telephone system, receptionist approach and the number of options.
- To modernise the current internet page linking with the development of social media.

We agreed/disagreed about:

Appointments, the survey overall showed a good result but the PRG group disagreed with this as they believed that it is sometimes difficult to plan a pre bookable appointment, with one patient expressing they had waited for over a week. The practice advised that we review appointments ensuring that we have appointments available within 48/72hours although if a specific doctor is required this proves more difficult. This led to the decision being taken to review and advertise facilities such as telephone appointments and the use of emergency appointments.

ACTION PLAN

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

The practice consulted with the PRG during a meeting to get their views for improvements

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

There were none which impinged upon our planning.

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	To promote telephone appointments, having a service agreement that is understood and advertised by receptionists and promoting to patients via website, leaflets and internal display boards.	Practice Manager	May 2014	
Communication	To develop a social media profile to promote existing and new service.	Practice Manager	July 2014	
Communication	To update current website.	Practice Manager	July 2014	

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"

- **Required action:** Same day appointments.
- **Action completed:** Ring fenced Advanced Nurse Practitioner appointed, for same day appointments.
- **Impact:** has been a large number of same day appointments are available. Although the impact has not been seen on the results of this survey, it was suggested in the PRG and managers meetings this may be the wording of the questions and the understanding of the advanced nurse practitioner.

- **Required action:** Publicity of appointments at other sites.
- **Action completed:** this is now offered during conversations when booking appointments.
- **Impact:** increased movement around surgeries has been noticed especially if someone wants to see a particular clinician.

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.

Publication of this report and our opening hours

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

On Practice website.
Hard copies available on request.
Copy displayed in waiting room.

Opening times

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

	Darley Dale:	Winstar	Youlgreave
Monday	8.00am-6.30pm	8.30am-12md/2.00pm-6.00pm	8.30am-12md/2.00pm-6.00pm
Tuesday	7.30am-6.30pm	8.30am-12.30pm	8.30am-1.00pm
Wednesday	8.00am-8.00pm	8.30am-12md/2.00pm-6.00pm	8.30am-1.00pm
Thursday	8.00am-6.30pm	8.30am -12.30pm	8.30am-12md/2.00pm-6.00pm
Friday	8.00am-6.30pm	8.30am -12.30pm	8.30am-1.00pm