

The Christmas Maltings and Clements Practice

Annual Report on our Patient Representative Group

This annual report details how we engaged with our Patient Representative Group (PRG) in the year 1st April 12 to 31st March 13 and the outcome of that engagement.

The report contains:

1. Practice Profile
2. Forming and ongoing recruitment into the PRG
3. Continuing recruitment into the group
4. The 12/13 patient survey
5. The Plan for the survey
6. Agreed actions
7. Confirmation of our opening times

1 – Practice Profile as at 25th March 2013

The screenshot shows a software window titled 'LV for Windows (C) 2001 EMIS'. The main content is a table titled 'Regular Patients In Mar 2013. Base Is National Population Uk 1988'. The table compares patient counts and percentages across age groups (0-4, 5-16, 17-24, 25-34, 35-44, 45-54, 55-64, 65-74, 75-84, 85-89, 90+) for Males, Females, and Total both sexes. It also shows the corresponding 1988 base population and percentages. The status bar at the bottom indicates 'Invalid card session', 'NUM', 'Mon 25 Mar 2013 15:05', 'MM-MARION McLAINE', and 'PDS:2.3 W/S-N Line:554 Job:41 Tv:3'.

Age groups	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
Males	563	1249	901	1100	1261	1322	961	786	437	81	39
Base	590	1214	1304	1307	1230	973	899	682	351	39	15
Percent	95%	103%	69%	84%	103%	136%	107%	115%	124%	210%	252%
Females	567	1282	873	1098	1264	1362	935	844	518	124	92
Base	562	1147	1251	1289	1226	970	945	871	608	109	78
Percent	101%	112%	70%	85%	103%	140%	99%	97%	85%	114%	118%
Total males	: 8700			Base : 8604			Percent : 101%				
Total females	: 8959			Base : 9055			Percent : 99%				
Total both sexes	: 17659			Base : 17659			Percent : 100%				

2 - Forming the group

In April 2011, the Partners decided to form a virtual Patient Representative Group. In preparation for this, we actively asked patients to consent to the Practice using email to contact them as we wanted to get as big a group together as possible in order to get the widest possible representation across the Practice. We did this by:

- Receptionists asking patients to complete the Contact Preference Form
- Including the Contact Preference Form in letter to patients e.g. invites for screening, asking patients to make appointments with clinicians for patients to complete and bring with them to their appointment
- Giving patients the opportunity to complete the form online on our website

3 – Continued Recruitment to the group from 1st April 12

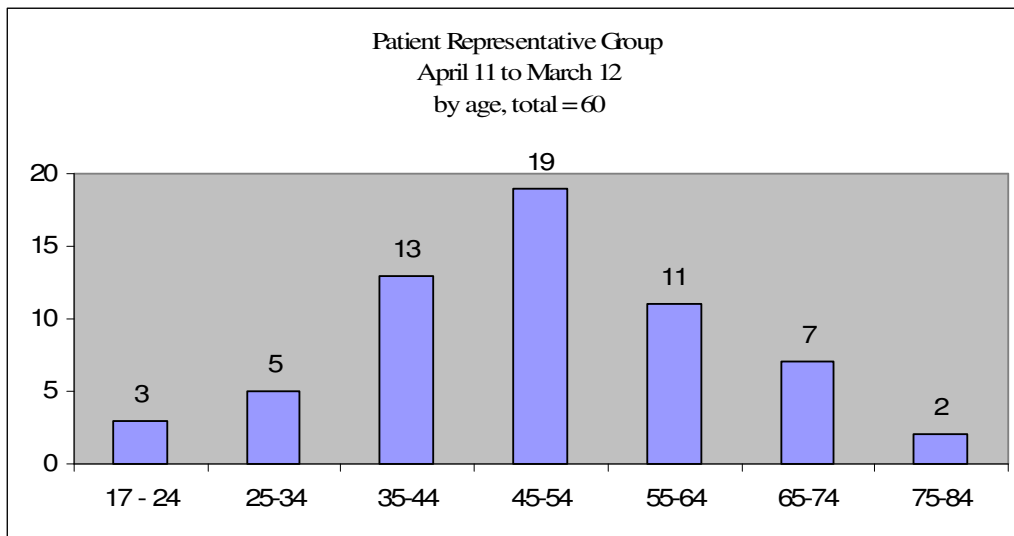
We actively encourage patients to become members of the PRG by doing the following:

- Information posters in our three surgeries
- advertising the PRG on the surgery information screens
- Information leaflet and application form in every New Patient Pack
- PRG Application forms available on Practice website

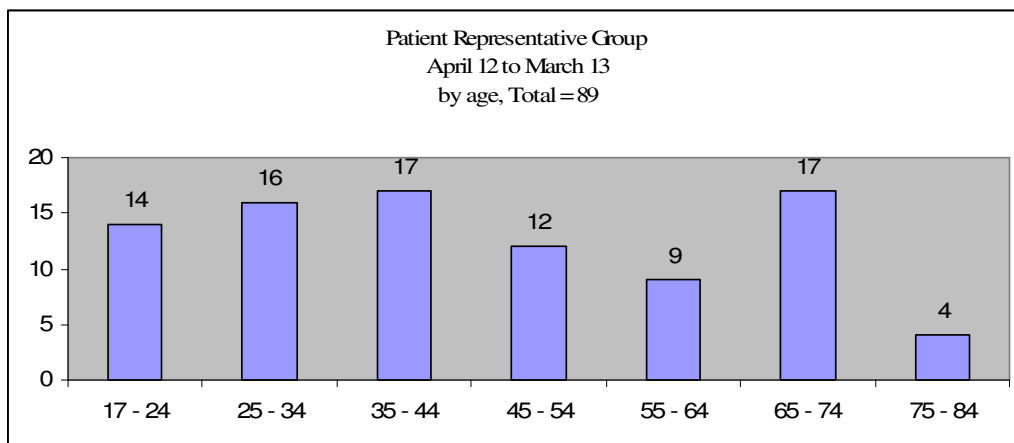
This has led to an overall increase in membership. PRG group membership is open to all patients.

PRG demographics

In April 2012, we had 60 members.



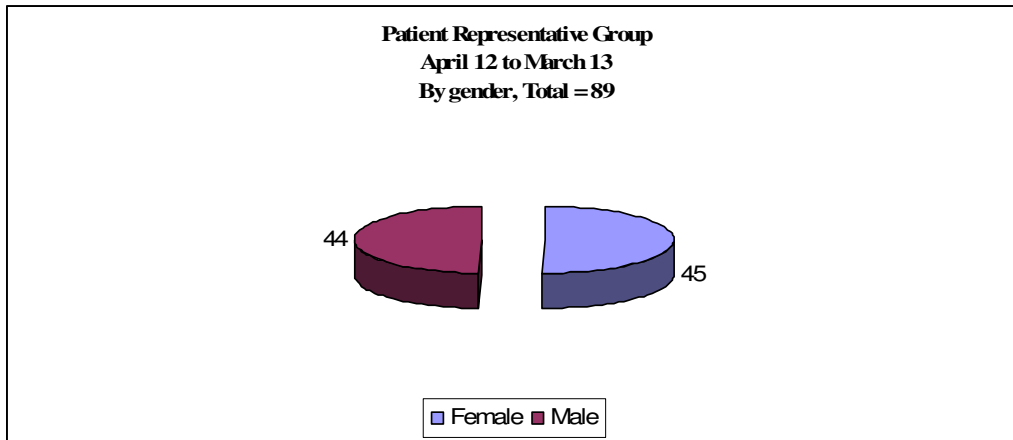
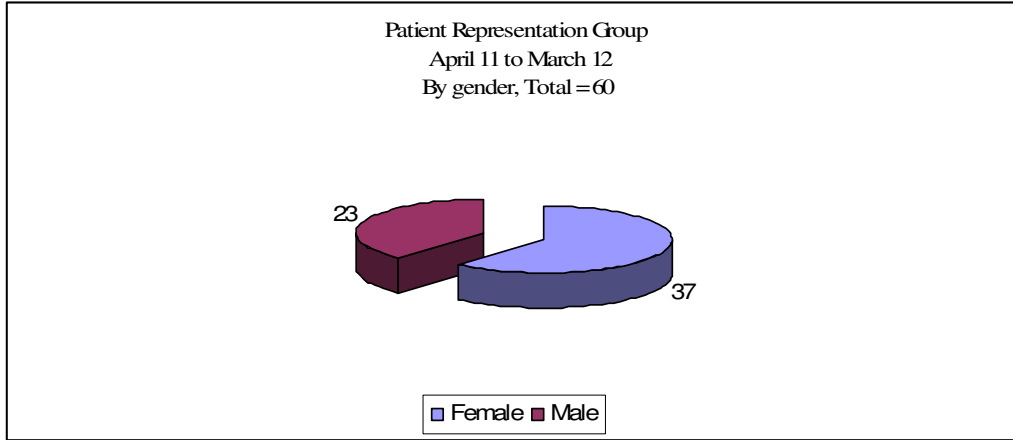
We now have 89 members.



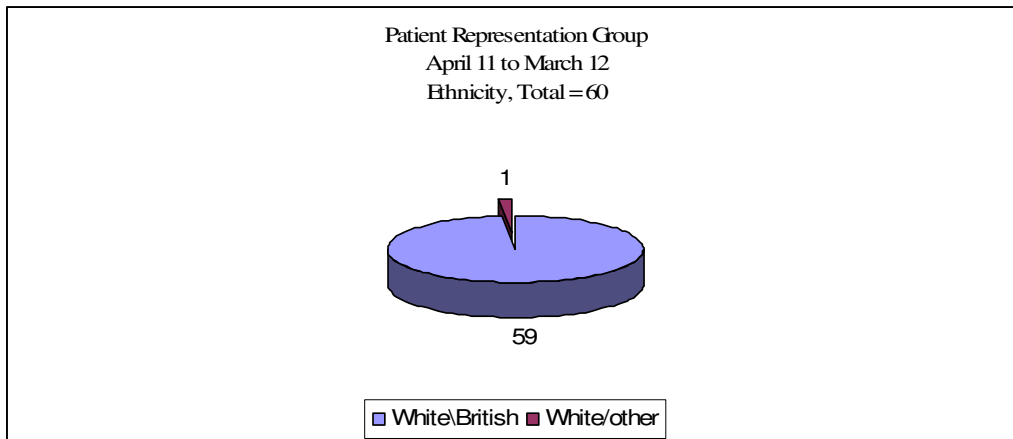
The Christmas Maltings and Clements Practice

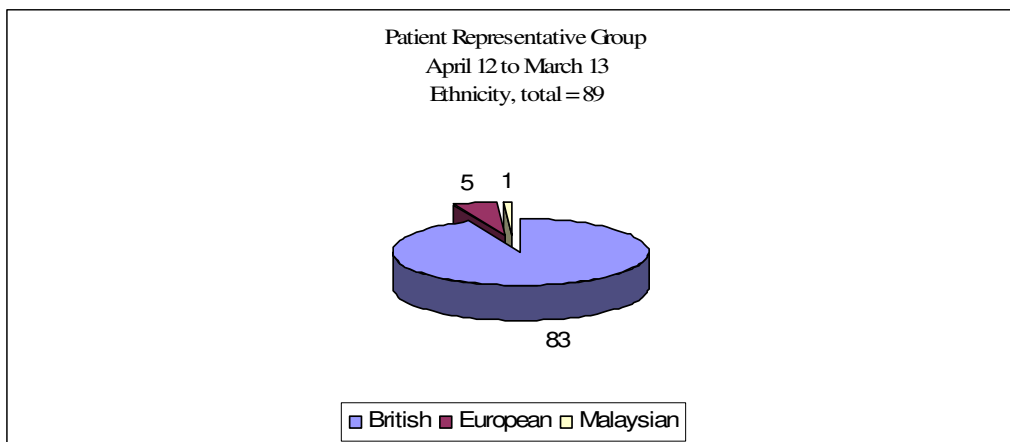
We feel that this is a fair representation of age groups and a fair representation of different patient categories in the practice.

By Gender



Ethnicity





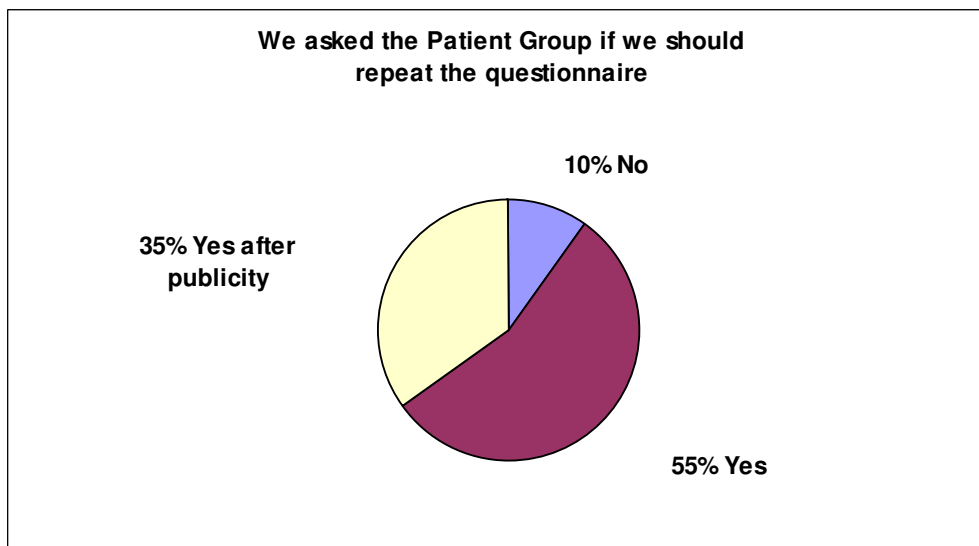
4 – Patient Survey 12/13

In March 12, we asked our members to propose topics for the 12/13 survey. The group chose the following topics:

1. Type and duration of appointments – **38%**
2. Range of clinical services available to patients – **31%**
3. Appointments available at weekends and evening – **31%**

In May 12, we sent the group evidence of a previous survey related to times and duration of appointments and asked them if they wanted us to repeat the survey or prepare a new survey.

The outcome:



As requested by the group we agreed that we would inform patients of the range of clinical services and at the same time inform them of the type and duration of appointments for each category. This would include services offered by doctors, nurses and healthcare assistants. We emailed the results of a previous survey carried-out by us, which informed patients of the different types of appointments available during normal opening times and extended hours opening times.

The PRG reached agreement on the following issues for the Practice Plan:

1. prepare flyer with information about clinical services and send to PRG members for comments/suggestions
2. Patients visiting the surgery would be given a flyer.
3. Flyers would be given to patients attending the Dispensary at Christmas Maltings Surgery
4. Patient questionnaire to be given to patients
5. Feedback analysis
6. Outcome of analysis emailed to PRG for comment
7. Ongoing plan

Step -1

We were asked to prepare a document detailing the information which would be disseminated to patients. We prepared the flyer and emailed it to the group. We asked the group to send us their comments and suggestions for the final flyer.

We received 13 emails in response. Comments included:

“Excellent idea to tell patients what a huge range of services are available through nurses”

“Full and easy to understand”

“I think this is very good, it provides clarity and assists patients”

“This will be of great benefit to patients”

We incorporated changes, as requested by the group, into the final version of the flyer.

Group members suggested:

- We prepare handouts to give to patients
 - Put posters in the surgeries
 - Advertise the information on the TV screens in the surgery
 - Email the information to patients
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- We prepared and printed flyers/handouts to give to patients. (**Appendix I**)
 - Flyers were put in reception and waiting room areas in all surgeries.
 - Information posters were put up in all surgeries.
 - TV screens were updated.

Step 2

Patients visiting the Practice over a 6 week period were handed a flyer by receptionists. Poster were put up, TV screens updated.

Step 3

Patients who visited the Dispensary at Christmas Maltings Surgery were given the flyer.

Step 4

During the month of February, all patients visiting the surgery were asked to complete a questionnaire. – (**Appendix II**)

Step 5

We received 250 completed questionnaires.
Feedback analysis done at beginning of March (**Appendix III**)

Step 6

Analysis emailed to 80 PRG members. Members were asked to review the data. We asked members to send us their comments and suggestions for our future plan. We received 9 emails in return. Two emails had no comment on the analysis. Comments received included:

"In my experience the advertising could not have been displayed more clearly"

"Good Percentages throughout"

"I think it could be said that that the campaign has been a success"

"The results of the patient survey show a good awareness"

The PRG expressed a concern that patients who do not attend the Practice very often would not be aware of this information and patients who do not have internet access may not have this information. It was suggested that we inform all patients of our services by post or email.

Agreed actions:

The PRG asked us to:

- continue to make the flyers and poster available in the surgeries
- keep the TV screens updated

Next step

The PRG asked that we continue to advertise the services and as the feedback indicated success we have decided to continue to advertise information on the wide-ranging services delivered by our clinicians and healthcare teams. In addition, we now include a flyer in the New Patient Pack. As before, recruitment into the PRG is ongoing and open to all patients.

We would like to thank our members for their commitment and input into the 2012/13 annual survey and hope to work with them again in 2013/14. The 2013/14 survey will be discussed with the Partners in April 13.

7 – Confirmation of our opening times

Christmas Maltings Surgery

Monday to Friday – 8am to 6.30pm

Saturday – 9am to midday – [**Extended hours opening – 1GP, 1 nurse**]

Clements Surgery

Monday to Friday – 8am to 6.30pm

Thursday evening – 6.30pm to 8pm – [**Extended hours – 1 GP, 1 nurse, 1 healthcare assistant**]

Kedington Surgery

Monday to Friday – 1.30pm to 2.30pm