

Fairmore Medical Practice Patient Participation Report

Stage One – demonstrate that the patient group is representative

Demonstrate how the Patient Reference Group is representative by providing a detailed breakdown of the practice population below:-

Total Practice Population

Age								
Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
990	427	797	546	450	280	183	85	21

Gender	No.
Male	1828
Female	1951

Ethnicity											
White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	African	Chinese	Other
2861	12	8	10	14	10	636	7	8	2	15	196

Specific care groups e.g. nursing homes, learning disabilities, drug users, carers

Specific Care Group	No. of Patients
carers	18
LD	9

Patient Reference Group

Demonstrate how the Patient Reference Group is representative by providing a detailed breakdown of the Patient Reference Group membership below:-

Age								
Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
	3	1	12	2	2	6		1

Gender	No.
Male	13
Female	14

Ethnicity											
White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	African	Chinese	Other
12					4	8	1				1

Specific care groups e.g. nursing homes, learning disabilities, drug users, carers

Specific Care Group	No. of Patients
Carers	2
LD	1

Differences between the practice population and members of the Patient Reference Group

Describe any variations between the practice population and the Patient Reference Group membership. Provide details of the efforts the practice has made to reach any groups that are not represented.

The patient participation group has become less active over the past year however engagement via emails and text messaging for those that have said they were happy to be part of the PRG virtually has seen some engagement. Actively targeting the various patients across the 3 sites has been able to identify others that may want to join the group or have their say.

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

Survey

Describe how the priorities to be included in the local patient survey were identified and agreed with the Patient Reference Group.

When discussed with the PPG at the meetings in November 13 and Mar 14, the surveys that we send out every quarter as per the APMS contract they felt were still valid, also the required questions that the CCG wanted answers to gave mixed responses from the PPG.

Describe how the questions included in the local patient survey were drawn up.

The questions were drawn from the bank of questions and a few specific questions that the PPG wanted to ask of other patients on how they felt their experience had been.

Provide details of the methodology used to carry out the survey including the following:-

How the survey was conducted i.e. by paper or electronically, in the surgery or by mail

How the patients to be surveyed were selected (they should be representative of the practice population)

The number of patients surveyed

The number of surveys completed

Details of how the survey was analysed i.e. in house or outsourced.

The survey was conducted in surgery with paper copies handed out to patients whilst they sat and waited for an appointment, this would then encapsulate a differing number of opinions across the 3 sites. 120 surveys were handed out with a poor response rate with only 39 being handed back in.

The results were placed into a spreadsheet for analysis in house by one of the practice team.

Provide details of the survey results.

See Annex A

Provide details of how the practice discussed the results of the survey with the Patient Reference Group.

The results of the survey have been presented to the PPG at the March 2014 meeting

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Action Plan

Describe how the practice agreed the action plan for implementing the findings or proposals arising from the local practice survey with the Patient Reference Group. Please enclose a copy of the agreed action plan.

From the survey results, questions were put to the PPG in regards to how they see the answers and how things could be addressed. The practice is already looking at its appointment system to increase capacity. The PPG has not come back with any other concerns at this time and happy that more publication of the online services and use of the minor ailments scheme would have a positive effect on the use of the already valuable clinical time.
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Detail any findings or proposals arising from the local practice survey that have not been agreed as part of the action plan and the reasons why.

Notes from the PPG are what can be done to improve access further and the reduction of waiting times, - the practice has now made online access available to all patients for the booking of appointments, requesting prescriptions and accessing their medical records. Further use of the pharmacy first – minor ailments scheme with documents available at each site to hand out to patients if they are asking about said conditions.
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Other areas that have been discussed are the following actions from previous year

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|---|
| <ol style="list-style-type: none">1. Having a good GP – this is in place and all patients really responding to this continuity.2. Training for staff – Admin teams completing professional AMSPAR Medical Admin qualifications to further enhance their skills3. Barriers to getting prescriptions – online access available – alongside medicines wastage campaign |
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Detail any proposals which impact on contractual arrangements. Non to note at this period.

Local Patient Participation Report

Provide the practice website address on which the Local Patient Participation Report has been published. Please

enclose a copy of the Local Patient Participation Report.

www.fairmoremedicalpractice.co.uk/ppg.htm

Opening Times

Provide the opening hours of the practice and the method of obtaining access to services throughout core hours.

Fairmore Medical Practice has the following opening hours across its 3 sites and patients can access services by either telephone, walking in or arranged appointment, also if an appointment is not available at one site then an alternative maybe offered at one of the remaining sites either on the day or the within 48 hours.

Mon – 0800 – 1930
Tues – 0800 – 1830
Wed – 0800 – 1830
Thurs – 0800 – 1830
Fri – 0800 - 1930

Fairmore medical practice also offers Patient Access in which patients can view their records 24/7 or make online bookings for appointments and medication requests.

If the practice has entered into arrangements to provide extended hours access please provide the times at which individual healthcare professionals are accessible to registered patients.

Part of Fairmore Medical Practices' current contract.

ANNEX A

See separate document

Fairmore Medical Practice– Action Plan

What	How	Who	When	Outcome
Increase advertising of online services	Placing notices up in waiting room and make clearer to those registering	PM / Admin	By June 14	
Use of minor ailments scheme	Getting patients to use first for minor ailments	Admin	On going	Ensure pharmacies are available for reception team