

Information to be included in Local 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+ |
| 735 | 368 | 611 | 430 | 281 | 174 | 99 | 58 | 14 |

| Gender | No. |
|---------------|------------|
| Male | 1337 |
| Female | 1451 |

| Ethnicity | | | | | | | | | | | |
|----------------------|--------------|----------------------|--------------------|------------------|---------------|------------------|--------------------|------------------------|----------------|----------------|--------------|
| White British | Irish | Mix Carribean | Mix African | Mix Asian | Indian | Pakistani | Bangladeshi | Black Carribean | African | Chinese | Other |
| 2067 | 16 | 10 | 1 | 10 | 6 | 545 | 12 | 6 | 5 | 16 | 94 |

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

| Specific Care Group | No. of Patients |
|----------------------------|------------------------|
| carers | 11 |
| LD | 4 |

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+ |
| | | 1 | 1 | 2 | 2 | 1 | | 1 |

| Gender | No. |
|--------|-----|
| Male | 5 |
| Female | 8 |

| Ethnicity | | | | | | | | | | | |
|---------------|-------|---------------|-------------|-----------|--------|-----------|-------------|-----------------|---------|---------|-------|
| White British | Irish | Mix Carribean | Mix African | Mix Asian | Indian | Pakistani | Bangladeshi | Black Carribean | African | Chinese | Other |
| 7 | | | | | 2 | 4 | | | | | |

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

| Specific Care Group | No. of Patients |
|---------------------|-----------------|
| Carers | 2 |
| | |
| | |

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 practice has engagement with a cross mix of patients from within the practice and as to date the meetings have suggested that we now target those individuals which tend to show at the practice on a more than once basis.

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 12 and Feb 13, 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 from the GPAQ survey, also we have asked for suggestion as to what they would also like to know as a group.

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 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 February meeting

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.

For this period there has been no agreement on any action plan as the PPG are still finding their feet and require a lot of support and input from the practice.

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.

Other areas that have been discussed and not yet agreed as the PPG would like to discuss at the next meeting

1. Having a good GP
2. Training for staff
3. Barriers to getting prescriptions
4. Find text message service is ideal and should be made available across all practices in East Lancs
5. They would like to know more feedback from the patients on a positive note rather than general complaints

These have derived from the questions that the CCG wished to know and how to further enhance the care of patients and the experience of primary care.

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

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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

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 |
|------------------------------|-----------------------------------------|-----|-------------|-------------------------------------------------------------------------------------------------------------------------------|
| Review of appointment system | Look at ratios of appointments per site | PM | By April 12 | Ongoing – <i>note will have more once new GP in post late April 12</i> |
| Length of wait at sites | Review of waiting times | PM | ongoing | Currently meeting the practice KPI targets of patients being seen within 18 mins of their appointment time current rate 98.7% |
| | | | | |
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| | | | | |