

Template for information to be included in local patient participation report

Practice Code: C81050

Practice Name: The Village Surgery

Stage one – validate that the patient group is representative

Practice population profile		
Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:		
Age – See Attached Report	Sex	Ethnicity
	Male	British White
	Female	
Other		
PRG profile		
Show how the practice demonstrates that the PRG being is representative by providing information on the PRG profile		
Age see attached reports	Sex	Ethnicity
	Male 30%	British White
	Female 70%	
Other		
Differences between the practice population and members of the PRG	There is a discrepancy in age (PRG is generally older) and ethnicity	
Please describe variations between the group and what efforts the practice has made to reach any groups not represented. We have had posters up in the surgery We advertised the group on prescriptions We have given small info leaflet to the new patients Members of the PRG have asked members of their various clubs e.g. book club etc to become involved		

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

Survey		
<p>Please describe how the priorities were set</p> <p>We discussed in the PRG meetings what information we wanted from the survey. We looked at previous patient reports that had been undertaken by the practice and decided to keep a few of these questions as well as look at ways of alleviating pressures on the telephone access in the mornings. We felt looking at a website that enabled booking appointments, cancelling appointments and requesting prescriptions was the most likely way of achieving this</p>		
<p>Describe how the questions were drawn up- Questionnaire drawn up by myself and then discussed with the PRG to see if happy - See attached copy</p>		
<p>How was the survey conducted? It was done over the period of one week – 200 questionnaires were handed out to all patients attending appointments in this week. Once we had 200 we finished collecting</p>		
<p>What were the survey results? See attached results</p>		
<p>Action plan</p>		
<p>How did you agree the action plan with the PRG?</p> <p>At the regular PRG meeting we discussed the results of the survey and decided setting up the website with on line access was the most important. The PRG felt strongly about being able to cancel appointments. Also the PRG wanted to set up a notice board within the surgery but also had access to displays for a few days within the Hub main area itself.</p> <p>There was also a desire to have appointment reminders on mobile texts and so we need to gain patients consent regarding this.</p>		
<p>What did you disagree about? There was not much to disagree about although we have only set up the cancelling of appointments and ordering of prescriptions we have varying opinions within the practice of booking appointments on line so this will be reassessed over the next year.</p>		
<p>Are there any contractual considerations to the agreed actions? No</p>		

Please include a copy of the agreed action plan

Local patient participation report

Please describe how the report was advertised and circulated- Poster in surgery and on the website

Include a copy of the report

Opening times

Confirm opening times and out of hours arrangements included within the report

Pinxton site		South Normanton site
Monday	08.30 to 18.30	08.00 to 17.00
Tuesday	08.00 to 17.00	08.30 to 18.30
Wednesday	08.00 to 13.00	08.30 to 18.30
Thursday	08.30 to 18.30	08.00 to 17.00
Friday	08.00 to 17.00	08.30 to 18.30