

Dr Moss and Partners Local Patient Participation Report

Practice Population.

Size: 15576

Age Distribution

Capitation:

Age Range	Female	Male	Total	Percentage
0-16	1295	1347	2642	17%
17-24	668	691	1359	9%
25-34	1158	1180	2338	15%
35-44	1049	1167	2216	14%
45-54	1231	1248	2479	16%
55-64	971	935	1906	12%
65-74	723	694	1417	9%
75-84	470	379	849	5%
85+	265	105	370	2%

Patient Reference Group:

Age Range	Female	Male	Total	Percentage
0-16	1	0	1	2%
17-24	0	0	0	0%
25-34	4	2	6	11%
35-44	5	1	6	11%
45-54	4	2	6	11%
55-64	10	4	14	26%
65-74	5	8	13	25%
75-84	1	5	6	11%
85+	0	1	1	2%

Through the door in 2012:

Age Range	Female	Male	Total	Percentage
0-16	974	975	1949	16%
17-24	551	417	968	8%
25-34	967	638	1605	13%
35-44	915	706	1621	13%
45-54	1044	878	1922	16%
55-64	835	752	1587	13%
65-74	671	634	1305	11%
75-84	440	359	799	7%
85+	251	97	348	3%

Male/Female Breakdown

Practice Population:	50% Male	50% Female
PRG:	43% Male	57% Female
Seen 2012:	45% Male	55% Female

Ethnicity could not be reliably defined as we do not have a record of ethnicity for 10630 of our patients.

We continue to publicise the Patient Reference Group (PRG) on the notice boards in all the waiting areas, on the prescription counterfoil when issuing a repeat, and also on the Practice website. Sign up is via the website.

We are happy to note that the PRG has more than doubled in size in the last year

We make continued efforts to ensure that the PRG is representative of the practice population. We note in particular that under 40's are underrepresented and have taken steps to recruit patients in this group. This includes a poster specifically aimed at this age group containing a QR mark which links directly to the PRG signup page on our website. A copy is attached for information.

Whilst female patients are slightly over represented on the PRG compared with the practice population, it can be seen that the PRG more closely represents the male/female split of those attend the practice.

We will continue to encourage all ages and sexes to join and take part in the group.

During the year we consulted the PRG on the content of the practice newsletter.

Two representatives from the PRG have attended the patient participation meetings organised by the CCG

The group continues to be web based. All communication is by web form and email.

Patient Survey.

Areas to be covered by the survey were established by:

- Review of complaints
- CQC – cleaning
- Questions asked in the previous survey
- PRG suggested issues.
- Internet research of other practices surveys

The draft survey was given to the PRG and comments invited before it was finalised.

The survey was handed out over a two week period to a random selection of patients seeing doctors, nurse practitioner and nurses.

The results of the survey were analysed and shared with the PRG and comments invited. A summary of the analysis is shown in Appendix 1.

Action Plan

An action plan was developed and shared with the PRG and comments invited. The final action plan is shown in Appendix 2.

The progress made on the actions agreed following last year's patient survey is contained in Appendix 3.

Practice Opening Times.

Monday to Friday 8am to 6pm

Saturday 8am to 12am prebooked appointments, no telephone service.

Evenings and weekends – Out of Hours Doctor Service 0845 0568060

Appendix 1 – A copy of the survey results (see separate document)

Appendix 2 - Dr Moss and Partners Patient Participation Action Plan 2013/14

Appendix 3 - Progress made on the 2012/13 Action Plan.

Appendix 2 - Dr Moss and Partners Patient Participation Action Plan 2013/14

Action	Target Date	Date Completed
We continue to try and recruit 18-40 year old patients onto our Patient Reference Group to make the group more representative of the profile of the practice population.	ongoing	
We are installing a new telephone system. This will enable us to better monitor the way in which calls are handled by practice staff. It will also enable us to better understand the differing volumes of calls at various points in the day and we will then be able to react accordingly.	May 2013	
We will better publicise the ability to book appointments online as well as order repeat prescriptions.	May 2013	
In line with best practice we aim to reduce the number of repeat prescription requests being made over the telephone.	June 2013	
We will redevelop the practice website to better enable it to provide information on the self-management of health conditions. We will continue to develop the information provided on the notice boards across the practice.	May 2013	
We will improve the availability of patient information to better enable patients to manage their long term conditions.	September 2013	
We will continue to review and monitor our cleaning practices.	ongoing	
We will increase the variety of music played in the waiting areas as well explaining via posters that the playing of background music plays an important role in maintaining patient confidentiality as well as improving the ambience within the practice.	June 2013	

Appendix 3 - Dr Moss and Partners Patient Participation Action Plan 2012/13 – Progress Made

<u>Action</u>	<u>Target Date</u>	<u>Date Completed</u>
To introduce an appraisal system for every member of staff, which will include assessment of training needs and performance. . All staff now receive an annual appraisal.	April 2012	March 2012
Review the system of how many days in advance doctor appointments are made available to book. The system was revised in August, appointments now released for booking at 4 weeks 14 day, 7 days, 2 days, 1 day in advance. A number of appointments are reserved for patients needing to be seen on the same day.	June 2012	August 2012
Look at the way the telephone system is set up with regards to messages, times, and options. Messages have been revised. Limitations with the current phone system prevented further progress. New telephone system to be introduced in May 2013	July 2012	July 2012 (part)
Review when patients can telephone for test results possibly restricting this to after 14:00. This would free up the telephones in the morning for patients ringing to book appointments. Limitations with the current phone system prevented progress. New telephone system to be introduced in May 2013	May 2012	ongoing
Publicise the practice website by putting up posters in the waiting areas, outlining its benefit.	April 2012	June 2012
Put a poll up on the website (PPG only) asking for choice of music/radio station and review choice of music in light of poll results. Decided to include as part of this years patient survey	September 2012	ongoing