

## Dr Moss and Partners Local Patient Participation Report 2014

### Practice Population.

Size: 15827

### Age Distribution

Capitation:

Age Range	Female	Male	Total	Percentage
0 - 16	1316	1321	2637	<b>17%</b>
17 - 24	672	710	1382	<b>9%</b>
25 - 34	1187	1204	2391	<b>15%</b>
35 - 44	1061	1173	2234	<b>14%</b>
45 - 54	1236	1250	2486	<b>16%</b>
55 - 64	998	967	1965	<b>12%</b>
65 - 74	759	712	1471	<b>9%</b>
75 - 84	502	378	880	<b>6%</b>
85+	268	113	381	<b>2%</b>

Patient Reference Group:

Age Range	Female	Male	Total	Percentage
0 - 16	1	0	1	<b>1%</b>
17 - 24	3	1	4	<b>5%</b>
25 - 34	9	3	12	<b>14%</b>
35 - 44	6	3	9	<b>10%</b>
45 - 54	5	4	9	<b>10%</b>
55 - 64	15	9	24	<b>28%</b>
65 - 74	7	11	18	<b>21%</b>
75 - 84	2	4	6	<b>7%</b>
85 +	0	3	3	<b>3%</b>

Through the door in 2013/14:

Age range	Female	Male	Total	Percentage
0 - 16	987	939	1926	<b>16%</b>
17 - 24	576	445	1021	<b>8%</b>
25 - 34	982	661	1643	<b>13%</b>
35 - 44	894	707	1601	<b>13%</b>
45 - 54	1042	858	1900	<b>15%</b>
55 - 64	852	773	1625	<b>13%</b>
65 - 74	718	650	1368	<b>11%</b>
75 - 84	483	369	852	<b>7%</b>
85 +	257	107	364	<b>3%</b>

### Male/Female Breakdown

Practice Population:	50% Male	50% Female
PRG:	44% Male	56% Female
Seen 2013/14:	49% Male	51% Female

Ethnicity could not be reliably defined as we do not have a record of ethnicity for 9789 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 increased by almost 57% in the last year.

We are pleased to see that we now have 4 patients in the 17-24 age group and we make continued efforts to ensure that the PRG is representative of the practice population. We are still endeavouring to encourage younger patients to join the group.

We 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 as well as asking for members to attend the CQC inspection and be interviewed by the inspector.

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.

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.

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

Appendix 2 - Dr Moss and Partners Patient Participation Action Plan 2014/15

Appendix 3 - Progress made on the 2013/14 Action Plan.

**Appendix 2 - Dr Moss and Partners Patient Participation Action Plan 2014/15**

<u>Action</u>	<u>Target Date</u>	<u>Date Completed</u>
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	
Improvements are still needed to new telephone system to better handle call in peak times.	July 2014	
Despite an increase in the volume of appointments booked online we continue to publicise this as an alternative to telephoning the practice.	ongoing	
We will redevelop the practice website to better enable it to provide information on the self-management of health conditions.	August 2014	
We will review the written information that patients take away relating to their long term conditions.	December 2014	
We will continue to review and monitor our cleaning practices.	ongoing	
We will take steps to improve further the continuity of care for patients making a routine appointment. We aim that 60% patients booking a routine appointment should be able to see a doctor of their choice.	December 2014	

### **Appendix 3 – Progress on Patient Participation Action Plan 2013/14**

<u>Action</u>	<u>Target Date</u>	<u>Date Completed</u>
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	July 2013
We will better publicise the ability to book appointments online as well as order repeat prescriptions.	May 2013	May 2013
In line with best practice we aim to reduce the number of repeat prescription requests being made over the telephone.	June 2013	July 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	Due to planned changes this has been put back until later 2014
We will improve the availability of patient information to better enable patients to manage their long term conditions.	September 2013	September 2013 (reviewed as part of 2014 patient survey)
We will continue to review and monitor our cleaning practices.	ongoing	Ongoing (CQC inspectors confirmed that we meet standards)
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	June 2013 (new rota of radio stations implemented)