

Ashville Medical Practice– Patient Participation Report 24th February 2012

Practice Opening Times and Out of Hours Arrangements

Opening Hours

Monday 7.20am until 20.30pm
Tuesday to Friday 7.20am until 18.30pm

The above times include extended opening hours when a Dr is available.

The extended opening hours are as follows:

Monday 7.20am until 08.00am and 18.30pm until 20.30pm
Tuesday to Friday 7.20am until 08.00am

Methods of Access to the Surgery

Appointments 01226 729860
Enquiries 01226 282280/216000
Fax 01226 216002
Website www.ashvillemedicalpractice.co.uk

Out of Hours Arrangements

When the practice is closed telephone calls to Ashville Medical Practice automatically divert to the out of hours service. This service is commissioned by Barnsley Primary Care Trust and Care UK is the service provider.

Practice Population

The total practice population is 10436 patients and 8403 patients have ethnicity recorded. The breakdown of patients is as follows:

Sex	Number	Percentage Of Practice Population	Ethnicity Recorded	Percentage
Male	5107	49%	3791	74%
Female	5329	51%	4612	87%

Profile of practice population

Age groups	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+	Totals
Males	385	690	552	628	690	739	559	517	275	55	17	5107
Females	359	653	550	664	733	696	605	565	371	86	47	5329

Breakdown of Ethnicity of Practice Population

Ethnicity Group	Number	%
White British	7997	95
Irish	25	0.2
White Other	237	2.8
White and Black Caribbean	10	0.1
White and Black African	9	0.1
White and Asian	11	0.1
Other Mixed	17	0.2
Indian or British Indian	5	0.05
Pakistani or British Pakistani	8	0.09
Bangladeshi	0	0
Other Asian Background	11	0.1
Caribbean	3	0.03
African	42	0.5
Other Black	1	0.01
Chinese	20	0.2
Other	7	0.08

Patient Reference Group Profile (PRG)

The PRG Population is 31 members

Sex	Number	Percentage of PRG Group	Ethnicity Recorded
Male	8	26%	100%
Female	23	74%	100%

100% of the patient reference group are British

Profile of PRG Group

Age groups	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+	Totals
Males	0	0	1	0	3	3	1	0	0	8
Females	1	0	3	4	3	10	2	0	0	23

The efforts the practice has made to reach any groups not represented

Since 2007 Ashville Medical Practice has run a successful patient reference group that meets on a quarterly basis.

At the September 2011 Patient Group Meeting, existing members stated that they would like to encourage new members to join in order to gain representation from the wider practice population.

As a result of this the following work was undertaken:

The Group was advertised on the practice Jay – X board

The practice websites;

www.ashvillemedicalpractice.co.uk and ashvillemedicalcentre.nhs.uk

The practice also engaged with the Health Trainer service who displayed posters in the local Primary School and Kendray Resource Centre, both which are accessed by a large number of people who live within the practice boundary. Posters were placed in the practice promoting the group and asking for volunteers, and slips on the reception desk to be completed and handed back to reception.

The Practice also has strong links with the Ardsley Residents Association who said they would display a poster.

An in house patient survey was conducted which also had a tear off slip for patients who wished to volunteer in becoming more involved with the practice.

All methods of publicity stated that patients could get involved either by attending face to face meetings or by consultation via a virtual group. The aim of this was to encourage patients who may not necessarily be able to attend a meeting, to still be able to voice their opinion.

The opportunity to become involved was run alongside the patient questionnaire.

During this period of time the practice had 20 responses from patients wishing to become involved in some way. This now takes the group numbers to 31 members.

Survey

How the priorities were set

At the patient participation group meeting held on the 27th September 2011, the group were consulted on ideas for the survey:

These minutes can be found at

http://www.ashvillemedicalpractice.co.uk/Downloads/PPGroup_minutes_27.09.2011.pdf

3 areas were identified:

- Promotion of services
- Health promotion
- Patient education

Under the umbrella of these headings, the group wished to raise awareness of:

Additional services offered by the practice and any special interests the clinical staff have (including information on healthy lifestyles, obesity management, substance misuse including alcohol etc)

Increased knowledge of practice staff

Educate patients on the use of A&E

DNA's and their implications for the practice

Facilities available to patients including the different ways of making an appointment and ordering a prescription and patient's right to choice

How the questions were drawn up

The foundations for the questions were taken from www.napp.org.uk/resources/sample-questions

Questions were chosen based on the priorities agreed by the Patient Participation Group.

A copy of the questionnaire was then sent to the Chair of the Ardsley Residents Association to ensure that the questions were easy to read and understand, before going live in the practice.

It was thought that the chosen priorities and questions to be asked would enable the practice to action plan as far as possible, and achieve the key outcomes as set out in the "Patient Participation Directed Enhanced Service (DES) for GMS Contract – Guidance and audit requirements for 2011/12 – 2012-13"

1. Promote that the practice list is open to all
2. Hours of opening with the ability to be seen urgently when clinically necessary, as well as the ability to book ahead
3. A continuity of care
4. A range of skills available – access to different services
5. A choice of modes of contact which currently include face-to-face, phone and electronic contact but can be developed further as technology allows

How the survey was conducted

The methods of publicity and timescale of conducting the survey was done over a month period and commenced on the 22nd October 2011 to coincide with the practices “Flu Day”.

During this month, the survey was issued to every patient who attended the practice for an appointment. This was to ensure that a wide range of views and patients were represented.

During this timeframe the following clinics ran: Antenatal and baby clinics, substance misuse, smear clinic, minor surgery, flu clinic. Patients attending for appointments during extended hours were also surveyed.

84 surveys were handed back into the practice.

The survey results

The statistical survey results can be found on a separate document, and in addition they were posted to every member of the patient participation group prior to the Action Plan meeting on 26/1/2012.

Action Plan

The outcome of the survey was discussed at the patient group meeting on the 26th January 2012, at Ashville Medical Practice and the following actions were agreed:

	Action Area	Timescale
1	Promote opening and closing times of the surgery	With immediate effect- use of practice website, advertise in surgery and practice leaflet. Use of Jayex Board
2	Promote online ordering of repeat prescriptions	With immediate effect- use of practice website, advertise in surgery and practice leaflet. Use of Jayex Board
3	Promote the practice website	With immediate effect- use of practice website, advertise in surgery and practice leaflet. Use of Jayex Board
4	Advertise DNA's	June 2012 after implementation of a new IT system
5	Explore the feasibility of having a television installed in the waiting room to promote health promotion	Update the Patient Group in April 2012
6	Explore the option of having a walk in clinic to make it easier for patients to obtain an appointment	Update the Patient Group in April 2012
7	Conduct the 2012 patient survey over a period longer than 1 month	October 2012 when the next survey will commence
8	Text Messaging Service	June 2012 after implementation of a new IT system
9	Improve appointment availability at the practice	Appointment monitoring survey commenced January 2012. Next steps to be decided February 2012 after survey completed

How we will address the areas in the action plan. These can include the use of the following methods:

- The use of the Practice Jay X Board
- Updating the practice leaflet to address gaps and raise awareness
- A “You Said, We did” function in practice which includes the results of the survey in graph format
- Posters and leaflets (Re DNA’s, Use of A&E etc)
- Issuing of a practice newsletter
- Regular agenda’s items on the PRG agenda to update members about the practice.
- Using the members of the PRG as “friends of the practice” to get the messages out into the community via the other community groups they are involved in.
- Signposting and links to other organisations – some work to be carried out in partnership with the “Health Trainers”.
- The use of the practice website and NHS Choices for patient education and information
- Appointment Monitoring Survey

Action points that have been explored however are not feasible to implement

There are no action points to report in this section.

Advertising the Report

A copy of this report and the statistical results can be found at www.ashvillemedicalpractice.co.uk and also copies are displayed in the practice and are available from reception.

A copy has also been posted to each member of the patient reference group.