

PATIENT REPRESENTATIVE GROUP REPORT – MARCH 2014

PATIENT REPRESENTATIVE GROUP

WHAT IS THE PATIENT REPRESENTATIVE GROUP (PRG)?

DR R B CHITRE 168 HAMSTEAD ROAD HANDSWORTH BIRMINGHAM

Our patient group was developed in 2010. The purpose of the group was to get feedback on the services and resources the practice offer, to help the practice develop further and inform the patients of the changes within the NHS. Also to discuss the results of the annual practice survey and develop an action plan from the results. All of our patients are welcome to join the group

PRG AND PRACTICE PROFILE

Give a description of the profile and then show a breakdown of it

Details for your practice population profile should be available through your practice system. Please note if ethnicity totals do not add up to 100% then please show the remaining % in the 'not stated' box

Demonstrating how a Patient Reference Group is Representative			
Practice Population Profile		PRG Profile	Difference
Age			
% Under 16	19.88%	% Under 16 0%	0%
% 17-24	10.96%	% 17-24 0%	0%
% 25-34	14.14%	% 25-34 0%	0%
% 35-44	13.59%	% 35-44 0.02%	13.57%
% 45-54	13.66%	% 45-54 0.02%	13.64%
% 55-64	9.78%	% 55-64 0%	0%
% 65-74	8.85%	% 65-74 0%	0%
% 75-84	7.29%	% 75-84 0.02%	7.27%

% 85 and Over 1.83%	% 85 and Over 0%	0%
Ethnicity		
White	White	
% British Group 30.13%	% British Group 0%	0%
% Irish 2.17%	% Irish 0%	0%
Mixed	Mixed	
% White & Black Caribbean 2.44%	% White & Black Caribbean 0.04%	2.4%
% White & Black African 0.46%	% White & Black African 0%	0%
% White & Asian 0.37%	% White & Asian 0%	0%
Asian or Asian British	Asian or Asian British	
% Indian 12.9%	% Indian 0%	0%
% Pakistani 6.79%	% Pakistani 0%	0%
% Bangladeshi 0.50%	% Bangladeshi 0%	0%
Black or Black British	Black or Black British	
% Caribbean 0.5%	% Caribbean 0.02%	0.48%
% African 3.54%	% African 0%	0%
Chinese or other ethnic group	Chinese or other ethnic group	
% Chinese 0.52%	% Chinese 0%	0%
& any other 32%	& any other 0%	0%
Not Stated 0%	Not Stated % 0%	0%

Gender				
% Male	51%	% Male	0%	0%
% Female	49%	% Female	0.06%	48.94%

STEPS TO ENSURE GROUP WAS REPRESENTATIVE/REASONS FOR DIFFERENCE IN GROUP AND PRACTICE PROFILE

Posters are displayed in the patient's waiting room and application forms, inviting all patients regardless of age or ethnicity to attend/join our PPG. The clinical and reception staff also recruits patients that attend the surgery.

PRG FREQUENCY

The group try to meet every 3 months. For 2013/14 meetings were held on the following dates

<i>23rd July 2013</i>	<i>Results of action plan</i>
<i>22nd October 2013</i>	<i>Recruitment of patients to develop a virtual PPG</i>
<i>9th January 2014</i>	<i>Welcome to the Virtual PPG</i>
<i>March 2014 (Virtual meeting)</i>	<i>Results from patient survey & Action Plan</i>

PRG MEMBERSHIP

3 FEMALES

The patients in the group have been registered at the practice for many years and have seen the way the practice has evolved. Most patients when asked to attend a PPG meeting do not have the time to attend, due to work commitments and child care for young children. The practice is in the process of developing a virtual PPG, this was decided as there is a main and a branch surgery some patients may find it easier with a virtual PPG as they do not have to travel to different surgeries for

the meetings, hopefully this will encourage them to join and expand the group to reflect the population registered at the practice

PATIENT SURVEY

AREAS OF PRIORITY & HOW THEY WERE DECIDED

The practice used GPAQ who set the questions to be included in the survey.

SURVEY PROCESS

From September until mid the end of February surveys were given out by the receptionists to patients who attended the surgery for appointments, repeat medication etc. There is a receptionist available for a patient who requires an interpreter. After 200 surveys were completed they were sent to GPAQ for analysis. The practice then received the results by email at the beginning of March.

*The results of the 2014 survey have been up loaded on to the surgery website
www.drchitressurgery.nhs.uk*

DISCUSSION ABOUT RESULTS

The surveys were emailed and posted to the patients in the group. The group were asked to review the survey results give their opinion on 3 action points the practice could work on and develop for 2014/2015. The following 3 action points were agreed.

1. Talking to a doctor or nurse on the phone
2. Make patients aware appointments can be booked up to 2 weeks in advance
3. Answering phones promptly

ACTION PLAN

<u>Action</u>	<u>Task</u>	<u>Timeline</u>
1. <i>To develop a system in practice for clinical staff to ring patients back with queries</i>	<i>Manager to create a message taking and call back procedure.</i>	<i>With the next 12 months</i>
2. <i>To make patients aware they can book up to 2 weeks in advance</i>	<i>Manager to put poster up in waiting room at both practices</i>	<i>With in 1 month</i>
3. <i>Answering phones promptly</i>	<i>Receptionist to do audit of calls being answered promptly (within 3 rings)</i>	<i>6 month audit</i>

ACCESS

OPENING HOURS

Main surgery

Mon, Tue, Thurs & Frid 09:30am – 12 noon 16:00 – 18:00pm

Wed 09:30am -12 noon

Branch surgery

Mon, Tues & Wed 08:30am – 15:00pm 16:30-18:30pm

Thurs 08:30am – 15:00pm

Frid 08:30am – 12noon 16:30 – 18:30pm

EXTENDED HOURS

Mon 18:00 – 20:00pm

ACCESS TO SERVICES

Main surgery

Dr R B Chitre 168 Hamstead Road Handsworth Birmingham B20 2QR 0121 523 7500

Branch Surgery

NHS Tanhouse Clinic Hamstead Road Great Barr Birmingham B43 5EL 0121 357 9009

Patients can telephone or visit the surgery to access any of our services. The out of hour's number is on a recorded message. Patients calling the surgery when closed will be given the out of hour's number for medical advice/ emergency.

PUBLICATION OF THE REPORT

The report can be found on the surgeries website <http://www.drchitressurgery.nhs.uk>

Hard copies are also available in the surgery.