

Patient Participation Group Annual Report – Oaklands Health Centre, Holmfirth

March 2016

Profile of Practice Population and PRG

Oaklands Health Centre has a practice population of 8816 patients.

49% male

51% female

% under 16 years	20%
% 17 – 24 years	8%
% 25 - 34 years	10%
%35 – 44 years	14%
% 45 – 54 years	16%
% 55 – 64 years	14%
% 65 – 74 years	11%
%75 – 84 years	4%
% over 84 years	2%

Oaklands Health Centre set up a Patient Participation Group in 2008. There are currently 35 members, some of whom attend the quarterly meetings with others opting to receive the minutes of the meetings only. All patients who are registered at the Practice are welcome to join the group and share their views. From 1st April 2015 to 31st March 2016, 6 meetings have been held.

The table below is a description of the profile of the Patient Representative Group (PRG) and shows the variation between the practice population and the PRG.

Age		
	Practice population profile	PRG profile
% under 16 years	20%	0%
% 17 – 24 years	8%	0%
%25 – 34 years	10%	7%
%35 – 44 years	14%	28.5%
% 45 – 54 years	16%	18%
% 55 – 64 years	14%	28.5%
% 65 – 74 years	11%	11%
%75 – 84 years	4%	7%
% over 84 years	2%	0%
Ethnicity		
Practice population profile	PRG profile	
White	White	
% British Group 27% Recorded	% British Group 100% Recorded	
% Irish 1% Recorded	% Irish 0%	
Mixed	Mixed	
% White & Black Caribbean 0%	% White & Black Caribbean	
% White & Black African 1% Recorded	% White & Black African 0%	
% White & Asian 1% Recorded	% White & Asian 0%	
Asian or Asian British	Asian or Asian British	
% Indian 1% Recorded	% Indian 0%	
% Pakistan 0% Recorded	% Pakistan 0%	
% Bangladeshi 0% Recorded	% Bangladeshi 0%	
Black or Black British	Black or Black British	
% Caribbean 0% Recorded	% Caribbean 0%	
% African 1% Recorded	% African 0%	
Chinese or other ethnic group	Chinese or other ethnic group	
% Chinese 1% Recorded	% Chinese 0%	

Gender			
Practice population profile		PRG Profile	
% Male	49%	% Male	40%
% Female	51%	% Female	60%

Steps taken to ensure that the PRG is representative of its registered patients

- The PRG is not representative of the practice population mainly by age group
- The practice has managed to recruit 7 new members
- The practice actively attempts recruitment in the following ways:
Information notices, posters and messages are displayed in the reception area
The Practice website encourages involvement and participation
New patients are informed of the PRG and invited to meetings

During the year the Practice has resourced feedback which is reviewed on a regular basis, from patients via various means:

- Friends and Family Test
- Comments and suggestion box
- Satisfaction Surveys

The group decided on the following projects for the year April 2015 to March 2016:

- Disabled Access: Car parking
- Self-check-in
- Intercom/doorbell
- Community Corner/Food Bank

Disabled Access: Car Parking:

The group highlighted numerous issues with the surgery car park which they felt needed bringing to the attention of the landlord. These included:

- Repainting signage
- Dropped kerbs
- Wider car parking spaces

Outcomes:

Following consultation with the new landlords the appropriate kerbs have been dropped to allow easier access to the premises for the disabled. However, we are still waiting for the new signage and wider car park spaces.

Self Check-in:

A member of the group pointed out that although the self check-in screen for patients was at a suitable height for patients using wheelchairs, it was very difficult for patients using crutches or those who had mobility issues using it easily as it was positioned too low.

Outcomes:

Work was undertaken to reposition the self check-in screen so that it's position was appropriate for all users.

Intercom/doorbell:

There are a significant number of disabled car parking spaces at the rear of the building and provision was required for us to provide a form of communication so that patients requiring assistance to get into the building, could alert staff to such issues. An intercom was already in place at the reception desk in the main body of the building but it was not always possible for the receptionist to answer it when the reception area was busy.

Outcomes:

An additional extension into the secretarial office, which overlooks the entrance concerned, was added to the system so that staff could see who was requiring access and answer the intercom accordingly.

Community Corner/Foodbank:

The group asked if it would be possible to devote a corner of the waiting room to advertise and promote initiatives that were happening within the local community in the waiting room.

Outcomes:

The Community Corner was set up and the Foodbank Volunteers Holme Valley were approached regarding a collection point. This has now been established and is a great success

In addition to the actions specified, the group members have taken an active role in the following programmes that we were undertaking at the Practice:

- Carer's Count and Dementia Friends
- The Patient reference Group Network – Greater Huddersfield CCG
- Promotion of the group at our Annual Seasonal Influenza Clinics on a Saturday morning

Access & Triage:

At the final meeting of the PPG in March 2016, we shared with the group the concept of Web GP e-consult. This is an additional feature the practice could use to direct patients to the most appropriate service/person as well as helping with access issues and triage. This is something that the practice would be looking to initiate during 2016

