

## Local Patient Participation Report – Oaklands Health Centre - Holmfirth

### 1. Profile of practice population and PRG

- Oaklands Health Centre has a total of 7807 patients. Roughly 50/50 between male and female. The highest percentage of our patients are aged between 0 and 16, below is a table of how Oaklands patients are broken down into age groups.

% under 16	19.8%
% 17 – 24	8.9%
% 25 – 34	9.4%
% 35 – 44	15.3%
% 45 – 54	16.4%
% 55 – 64	14.6%
% 65 – 74	9.8%
% 75 – 84	4.3%
% over 84	1.6%

- There are a high percentage of patients employed the highest being patients working 30 hours or more a week at 31%. There are a very low percentage of patients (6.3%) unemployed - either looking or not looking for work.
- Oaklands Health Centre set up its Patient Participation group in 2008. There are now 12 members and anyone who is registered with the Practice is welcome to join and share their views. Within the last financial year (April 11 – March 12) the group has held 4 meetings at approximately 3 monthly intervals. A patient survey was carried out earlier this year, the results of which are available to view on our website. The survey was made available to patients by post and in the surgery and was also available to complete on-line.

- Below is a description of the profile of the Patient Representative Group (PRG) and if the PRG is representative of the practice population.

<b>Age</b>		
<b>Practice population profile</b>	<b>PRG profile</b>	<b>Difference</b>
% under 16 - 19.8%	% under 16 0%	
% 17 – 24 - 8.9%	% 17 – 24 0%	
% 25 – 34 - 9.4%	% 25 – 34 0%	
% 35 – 44 - 15.3%	% 35 – 44 8.3%	
<b>Practice population profile</b>	<b>PRG profile</b>	<b>Difference</b>
% 45 – 54 - 16.4%	% 45 – 54 41.6%	
% 55 – 64 - 14.6%	% 55 – 64 16.6%	
% 65 – 74 - 9.8%	% 65 – 74 16.6%	
% 75 – 84 - 4.3%	% 75 – 84 16.6%	
% over 84 - 1.6%	% over 84 0%	
<b>Ethnicity</b>		
<b>Practice population profile</b>	<b>PRG profile</b>	<b>Difference</b>
<b>White</b>	<b>White</b>	
% British Group 24.4% Recorded	% British Group 100%	N/A
% Irish 0.03% Recorded	% Irish 0%	
<b>Mixed</b>	<b>Mixed</b>	
% White & Black Caribbean 0% Recorded	% White & Black Caribbean 0%	
% White & Black African 0.01% Recorded	% White & Black African 0%	
% White & Asian 0.01% Recorded	% White & Asian 0%	
<b>Asian or Asian British</b>	<b>Asian or Asian British</b>	
% Indian 0.06% Recorded	% Indian 0%	

<b>Practice population profile</b>	<b>PRG profile</b>	<b>Difference</b>
% Pakistani 0% Recorded	% Pakistani 0%	
% Bangladeshi 0% Recorded	% Bangladeshi 0%	
<b>Black or Black British</b>	<b>Black or Black British</b>	
% Caribbean 0.01% Recorded	% Caribbean 0%	
% African 0.01% Recorded	% African 0%	
<b>Chinese or other ethnic group</b>	<b>Chinese or other ethnic group</b>	
% Chinese 0.05% Recorded	% Chinese 0%	
% Any other 0.09% Recorded	% Any other 0%	
<b>Gender</b>		
% Male                    49.3%	% Male                    23 %	
% Female                 50.7%	% Female                 77%	

- The type of group established is a Patient Representative Group (PRG).
- The PRG is not representative of the practice population mainly by age group. Attempts were made to recruit people as below:
  - Messages/Information notices were placed on the notice boards in reception. (appendix 1)
  - Letters were sent out on an ad-hoc basis to target hard to reach patients i.e. younger patients (teenagers) to inform them and encourage participation. (appendix 2).
  - The Practice Website encouraged involvement/participation.

## 2. Local practice survey – Oaklands Health Centre

The survey was composed by Dr James Ward using Survey Monkey and discussed within the PRG meeting to obtain their thoughts. Certain questions were changed or ‘tweaked’ then agreed by the group as a questionnaire that included patient

priorities, practice priorities and any issues regarding complaints. CQC was discussed and also previous GP patient surveys to make sure all criteria was met.

The survey was available for patients to complete on-line and 100 paper copies were sent to 'hard to reach' patients i.e. younger patients (teenagers) self stamped addressed envelopes were enclosed with the questionnaire to encourage them to return the forms but unfortunately very few were returned from this category. Copies were given to patients at reception for completion. In total 99 responses were completed and returned.

The results were automatically analyzed through Survey Monkey.

### 3. Action Plan – Oaklands Health Centre

- The results of the survey were discussed at the PRG meeting on 13<sup>th</sup> March 2012. The following action plan was agreed by the group.

Area for Improvement	Action	Owner	Completion Date	Review Date If required
Reception Privacy	Dr Ward to discuss with Dr Shamsee and Architect. Temporary measure Ellen Foster to provide Privacy sign and monitor.	JRW/EF	Privacy Sign Completed March 12 Discussions between Partners April 12	Privacy sign to be monitored by EF
Repeat Prescribing Patients do not like answer phone to request repeat prescriptions	Ellen Foster to train/monitor admin staff to complete repeat prescriptions	EF/DW	Training currently ongoing	To be reviewed in 3 months time (June) in the Admin Meeting
Promote Practice website Questionnaire showed that very few patients knew about it.	Debra Whitehead to liaise with website designers and organise SMS message system for Oaklands. Debra also to speak with Secretary and add web address to patient newsletter	DW	Once new clinical server has been installed SMS messages will be introduced. Website designers have been contacted to see if we can include extra information for patients. Web address added to April 12 patient newsletter.	To be reviewed in June. DW to discuss with partners.

#### 4. Progress made with the Oaklands Health Centre action plan

A summary of the progress as of 31 March 2012 is:

You said...	We did...	The result is...
More Privacy on Reception	Poster advising use of privacy room. (Possible architect alterations)	Poster in use. Talks ongoing with Partners/architect re design alterations
Dislike of answer phone for requests for repeat prescriptions	Training for receptionists to complete this role instead of dispensers. This will enable the phone to be answered instead of using answer phone.	Staff still being trained on repeat prescribing.
Website unknown	SMS message system to be used to inform patients – consent to be obtained. Website address added to patient newsletter.	No result as yet as still waiting for new server to be installed so that software for SMS messaging can be used. Newsletter to be given out in reception April 12

#### 5. Confirmation of the opening times

Questions regarding access to the surgery were included in the survey. Surgery opening times are as set out below and are included in the patient leaflet and online on the practice website:

##### Doctors' Surgery Consulting Times

Monday	8.00am – 7.30pm
Tuesday and Wednesday	8.00am - 6.30pm
Thursday	8.00am - 8.00pm
Friday	8.00am - 6.00pm
Saturday morning	8.30am - 11.30am

##### Nurses' Consulting Times

Monday and Thursday	8.00am - 7.30pm
Tuesday and Wednesday	8.30am - 6.00pm
Friday	8.30am –5.30pm

There are extended hours surgeries for doctors and nurses on Monday, Thursday and Saturday am.

No changes were made to the practices surgery times following feedback from the patient questionnaire

## 6. Availability of information

- This report has been added to the Oaklands Health Centre website at [www.oaklandshealthcentre.co.uk](http://www.oaklandshealthcentre.co.uk)
- It will be discussed at the next PRG in May 2012
- Copies will be provided in reception for patients to peruse.
- It will also be made available to CQC when the practice registers later in the year.

# Oaklands Health Centre

## PATIENT REFERENCE GROUP



**THE PRACTICE WISHES TO ESTABLISH A GROUP OF PATIENTS WHO ARE WILLING TO CONTRIBUTE SOME OF THEIR TIME TO THE DEVELOPMENT OF THE PRACTICE AND ITS HEALTH SERVICES.**

**We are especially keen to make sure that the group is fully representative of our patients and therefore invite anyone with an interest to enquire about joining.**

**Please ask to see the Practice Manager for more information**

We anticipate that the group will meet about **4** times a year, but arrangements will also be made for members of the group who are not able to attend in person, but feel that they would like to contribute.

We hope that the group will be ready by April 2011 but we are happy for new members to come forward at any time.

**THANK YOU!**





**Oaklands Health Centre**  
**Huddersfield Road**  
**Holmfirth**  
**HD9 3TP**  
**Tel 01484 689111 Fax 01484 689333**

Date as postmark

Dear Participant

In order to help us continually improve the services we offer at Oaklands Health Centre, we would be grateful if you could complete this short survey. Getting your feedback is essential to us in trying to meet the needs of our patient population.

We welcome any further suggestions or comments you may have, so please feel free to add these. Once completed, please return the survey directly to one of our receptionists, or in the envelope provided.

This survey is also available to complete on-line at [www.oaklandshealthcentre.co.uk](http://www.oaklandshealthcentre.co.uk).

Yours sincerely

**For and on behalf of Drs Shamsee & Ward**

**Enc**