

Local Patient Participation Report – Oaklands Health Centre – Holmfirth March 2014

A. Profile of Practice Population and PRG

- Oaklands Health Centre has a total of 8253 patients. Divided between 49% Male and 51% 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	20%
% 17 – 24	8%
% 25 – 34	10%
% 35 – 44	15%
% 45 – 54	16%
% 55 – 64	14%
% 65 – 74	11%
% 75 – 84	4%
% over 84	2%

- Oaklands Health Centre set up its Patient Participation group in 2008. There are now 19 members (an increase of 5 since last year), most members attend our quarterly meeting with others opting to receive the minutes of the meeting only. Anyone who is registered with the Practice is welcome to join and share their views. Within the last financial year (April 13 – March 14) the group has held 4 meetings at approximately 3 monthly intervals. A patient survey was carried out, 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 via the practice website.

- 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 -	20%	% under 16	0%
% 17 – 24 -	8%	% 17 – 24	0%
% 25 – 34 -	10%	% 25 – 34	0%
% 35 – 44 -	15%	% 35 – 44	8.3%
% 45 – 54 -	16%	% 45 – 54	41.6%
% 55 – 64 -	14%	% 55 – 64	16.6%
% 65 – 74 -	11%	% 65 – 74	16.6%
% 75 – 84 -	4%	% 75 – 84	16.6%
% over 84 -	2%	% over 84	0%
Ethnicity			
Practice Population Profile		PRG Profile	
White		White	
% British Group	27% Recorded	% British Group	100%
% Irish	1% Recorded	% Irish	0%
Mixed		Mixed	
% White & Black Caribbean	0% Recorded	% White & Black Caribbean	0%
% 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%

% Pakistani 0% Recorded	% Pakistani 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 25%
% Female 51%	% Female 75%

B. 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 a further five members.
- Attempts were made to recruit 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 1/2).
 - The Practice Website encourages involvement/participation.
 - New patients are informed of the PRG and invited to the meetings.

C. Discussions Regarding Contents of Practice Survey

- Patient priorities were discussed in the quarterly PRG meetings. A 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. Care Quality Commission (CQC) was discussed and also previous GP patient surveys to make sure all criteria were met.

D. Patient Involvement

- 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 only 43 responses were completed and returned.
- The results were automatically analyzed through Survey Monkey.

E. Action Plan Discussions

- The results of the survey were discussed at the PRG meeting on 25th February 2014. The following action plan was agreed by the group.

F. Action Plan

Area for Improvement	Action	Owner	Completion Date	Review Date If required
Educational Events	Dr Ward has agreed to set up educational evenings for patients	Dr James Ward	Ongoing	NA

G. Practice Survey Results – See summary appendix 3 (also available on the practice website www.oaklandshealthcentre.co.uk)

H. Progress made with the Oaklands Health Centre Action Plan

- A summary of the progress as of March 2014 is:

You said...	We did...	The result is...
You Requested Educational Events	Dr Ward is in the process of setting this up. Information will be provided when available.	Ongoing

I. 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 - Extended hours 6.30 – 7.30
Tuesday and Wednesday	8.00am - 6.30pm
Thursday	8.00am - 8.00pm – Extended hours 6.30 - 8
Friday	8.00am - 6.00pm

Nurses' Consulting Times

Monday and Thursday	8.00am - 7.30pm – Extended Hours 6.30– 7.30
Tuesday and Wednesday	8.30am - 6.00pm
Friday	8.30am –5.30pm

J. Extended Hours Access

- There are extended hours surgeries for doctors and nurses on Monday & Thursday.
- Telephone lines are open Monday – Friday 8am – 6.30 (6 on a Friday)
- No changes were made to the practices surgery times following feedback from the patient questionnaire, although the practice has decided to open for a **trial period** in April 2014 on a Saturday and Sunday.

It is proposed telephone lines will be open 8.30 – 10.30 Saturday and 9 – 10.30 Sunday. Surgeries will run as below:

Saturday	10.30 – 12.00noon
Sunday	10.30 – 12.00noon

Information/confirmation regarding weekend opening will be updated on the practice website www.oaklandshealthcentre.co.uk and added to the Power Point presentation within reception.

K. Availability of information

- This report has been added to the Oaklands Health Centre website at www.oaklandshealthcentre.co.uk
- It will be discussed at the next PRG in May/June 2014
- Copies will be provided in reception for patients to peruse.
- It will also be made available to CQC when the practice receives an inspection.

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/Operational 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 are happy for new members to come forward at any time.

THANK YOU!



Oaklands Health Centre
Huddersfield Road
Holmfirth
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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.

Yours sincerely

For and on behalf of Drs Shamsee & Ward

Enc

Appendix 3

Oaklands Health Centre Survey 2013/2014

1. When did you last see a Doctor or Nurse at the GP Surgery

Answer Options	Response Percent	Response Count
In the past 3 months	82.9%	29
Between 3 and 6 months ago	14.3%	5
Between 6 and 12 months ago	2.9%	1
<i>answered question</i>		35
<i>skipped question</i>		0

2. In the past 6 months have you needed an appointment to see a Doctor or Nurse fairly quickly? (by fairly quickly we mean on the same day or in the next two weekdays that the surgery was open)

Answer Options	Response Percent	Response Count
Yes	65.7%	23
No	28.6%	10
Can't remember	5.7%	2
<i>answered question</i>		35
<i>skipped question</i>		0

3. Think about the last time you needed to see the Doctor or Nurse fairly quickly. Were you able to see a doctor on the same day or within the next two weekdays that the surgery was open?

Answer Options	Response Percent	Response Count
Yes	82.4%	28
No	11.8%	4
Can't remember	5.9%	2
		34
<i>skipped question</i>		1

4. If you weren't able to be seen by a Doctor or Nurse during the next 2 weekdays that the surgery was open, why was that?

Answer Options	Response Percent	Response Count
There weren't any appointments	36.4%	4
Times offered didn't suit	18.2%	2
Appointment was with a Dr who I didn't want to see	18.2%	2
A nurse was free but I wanted to see a Dr	9.1%	1
Can't remember	18.2%	2
Other (please specify)		1
<i>answered question</i>		11
<i>skipped question</i>		24

Number	Response Date	Other (please specify)	Categories
1	Feb 24, 2014 7:16 PM	evening appointments should be especially for those working full time	

5. In the past 6 months have you tried book ahead for an appointment with a Doctor or Nurse? (by booking ahead we mean booking an appointment more than 2 weekdays in advance)

Answer Options	Response Percent	Response Count
Yes	74.3%	26
No	25.7%	9
Can't remember	0.0%	0
<i>answered question</i>		35
<i>skipped question</i>		0

6. Think about the last time you tried to get an appointment with a Doctor or Nurse more than 2 weekdays in advance were you able to get an appointment more than 2 days in advance?

Answer Options	Response Percent	Response Count
Yes	87.9%	29
No	9.1%	3
Can't remember	3.0%	1
<i>answered question</i>		33
<i>skipped question</i>		2

7. When asking for an appointment are you happy to see a nurse practitioner who can diagnose conditions and prescribe medications?

Answer Options	Response Percent	Response Count
Yes	80.0%	28
No	20.0%	7
<i>answered question</i>		35
<i>skipped question</i>		0

8. Have you used Accident and Emergency services at a hospital in the last 12 months		
Answer Options	Response Percent	Response Count
Yes	34.3%	12
No	65.7%	23
<i>answered question</i>		35
<i>skipped question</i>		0

9. If you have used accident and emergency services why was this?		
Answer Options	Response Percent	Response Count
Accident and Emergency seemed the most appropriate place to go	88.9%	8
The surgery was closed	11.1%	1
I was unable to get an appointment at the surgery	0.0%	0
Other (please specify)		3
<i>answered question</i>		9
<i>skipped question</i>		26

Number	Response Date	Other (please specify)	Categories
1	Feb 24, 2014 7:19 PM	Referred there by Nurse Practitioner	
2	Feb 22, 2014 9:47 AM	Was seen by gp advised that if symptoms didn't go away go to a&e	
3	Jan 4, 2014 2:58 PM	I was referred by the doctor	

10. Have you used the out of hours service (Local Care Direct) in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	2.9%	1
No	97.1%	34
<i>answered question</i>		35
<i>skipped question</i>		0

11. If you have used accident and emergency services or the out of hours service in the last 12 months is there anything the surgery could have done to prevent this?

Answer Options	Response Percent	Response Count
No, accident and emergency/out of hours service was the most appropriate service for my problem	84.6%	11
Yes by providing better minor injuries services	15.4%	2
Yes by increasing opening hours	0.0%	0
Yes by improving access to appointments	0.0%	0
Yes by other means (please enter into free text box below)	0.0%	0
Other (please specify)		0
<i>answered question</i>		13
<i>skipped question</i>		22

12. Have you, a relative or a friend been admitted to hospital in the last 12 months?

Answer Options	Response Percent	Response Count
Yes	38.2%	13
No	61.8%	21
<i>answered question</i>		34
<i>skipped question</i>		1

13. If so were there any needs not met in the community that you feel could have prevented hospital admission?

Answer Options	Response Percent	Response Count
Yes	15.4%	2
No	84.6%	11
Needs that could have been met		0
<i>answered question</i>		13
<i>skipped question</i>		22

14. We are considering running some evening events on health related issues. Is this something you would be interested in and if so what areas would be of interest to you?

Answer Options	Response Percent	Response Count
Yes	45.5%	15
No	54.5%	18
Areas that would be of interest		13
<i>answered question</i>		33
<i>skipped question</i>		2

Number	Response Date	Areas that would be of interest	Categories
1	Feb 27, 2014 10:54 PM	General men's health issues.	
2	Feb 24, 2014 8:15 PM	First aid qualification, CPR training, Mental health issues	
3	Feb 24, 2014 7:43 PM	skin problems	
4	Feb 24, 2014 7:36 PM	managing good health	
5	Feb 24, 2014 7:34 PM	Exercise	
6	Feb 24, 2014 7:25 PM	health for older people	
7	Feb 24, 2014 7:23 PM	post-menopausal issues	
8	Feb 24, 2014 7:19 PM	Diabetes and Strokes	
9	Feb 12, 2014 12:58 PM	weight control	
10	Feb 9, 2014 11:36 PM	Diet and diabetes	

11	Jan 21, 2014 11:06 AM	nutrition, diabetes prevention
12	Jan 4, 2014 2:58 PM	How can I help to control my blood pressure and cholesterol
13	Dec 31, 2013 9:57 AM	Health tips for the over 65's

15. How satisfied are you with the opening hours at the surgery?		
Answer Options	Response Percent	Response Count
Very satisfied	67.7%	21
Fairly satisfied	29.0%	9
Neither satisfied nor dissatisfied	3.2%	1
Quite dissatisfied	0.0%	0
Very dissatisfied	0.0%	0
Don't know the opening hours	0.0%	0
<i>answered question</i>		31
<i>skipped question</i>		4

16. Last time you saw a Doctor or Nurse at the surgery how good did you find the Doctor or Nurse at each of the following?							
Answer Options	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Response Count
Giving you enough time	24	5	0	3	0	0	32
Asking about your symptoms	24	6	1	1	0	0	32
Listening	25	6	0	1	0	0	32
Explaining tests and treatments	23	6	3	0	0	0	32
Involving you in decisions about your care	20	7	3	0	0	2	32
Treating you with care and concern	25	5	1	1	0	0	32
Taking your problems seriously	25	6	0	1	0	0	32
<i>answered question</i>							32
<i>skipped question</i>							3

17. In general, how satisfied are you with the care you get at the surgery?

Answer Options	Response Percent	Response Count
Very satisfied	81.3%	26
Fairly satisfied	12.5%	4
Neither satisfied nor dissatisfied	3.1%	1
Quite dissatisfied	3.1%	1
Very dissatisfied	0.0%	0
<i>answered question</i>		32
<i>skipped question</i>		3

18. Would you recommend the Surgery to someone who has just moved to your local area?

Answer Options	Response Percent	Response Count
Yes	96.8%	30
Might	0.0%	0
Not sure	0.0%	0
Probably not	3.2%	1
Definitely not	0.0%	0
Don't know	0.0%	0
<i>answered question</i>		31
<i>skipped question</i>		4

19. Are you male or female?

Answer Options	Response Percent	Response Count
Male	40.0%	12
Female	60.0%	18
<i>answered question</i>		30
<i>skipped question</i>		5

20. How old are you?		
Answer Options	Response Percent	Response Count
under 18	0.0%	0
18-24	3.2%	1
25-34	6.5%	2
35-44	9.7%	3
45-54	29.0%	9
55-64	32.3%	10
65-74	16.1%	5
75-84	3.2%	1
85 and over	0.0%	0
<i>answered question</i>		31
<i>skipped question</i>		4

21. Which of the following categories best describes your employment status?		
Answer Options	Response Percent	Response Count
Employed, working 1-30 hours per week	29.0%	9
Employed, working 30 or more hours per week	35.5%	11
Not employed, looking for work	0.0%	0
Not employed, NOT looking for work	0.0%	0
Retired	22.6%	7
Permanently sick or disabled	6.5%	2
Looking after the home	6.5%	2
Doing something else	0.0%	0
<i>answered question</i>		31
<i>skipped question</i>		4

22. What is your ethnic group?

Answer Options	Response Percent	Response Count
White British	87.1%	27
White Irish	3.2%	1
Any other white background	6.5%	2
White and Black Caribbean	0.0%	0
White and Black African	0.0%	0
White and Asian	0.0%	0
Any other Mixed background	0.0%	0
Indian	3.2%	1
Pakistani	0.0%	0
Bangladeshi	0.0%	0
Any other Asian background	0.0%	0
Caribbean	0.0%	0
African	0.0%	0
Any other Black background	0.0%	0
Chinese	0.0%	0
Any other ethnic group	0.0%	0
<i>answered question</i>		31
<i>skipped question</i>		4