

Patient Participation Group Annual Report – Oaklands Health Centre, Holmfirth

March 2018

Profile of Practice Population and PRG

Oaklands Health Centre has a practice population of 9286 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	12%
%75 – 84 years	5%
% over 84 years	1%

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 2017 to 31st March 2018, 4 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%	6%
%35 – 44 years	14%	26%
% 45 – 54 years	16%	14%
% 55 – 64 years	14%	229%
% 65 – 74 years	11%	14%
%75 – 84 years	4%	11%
% 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%
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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 4 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 2017 to March 2018:

- Significant staff changes – impact
- Revised Opening Times
- Continue to liaise with Landlord regarding the Car Park

Significant staff changes:

During the last 12 months there have been significant changes in both clinical and non-clinical staff. 3 GPs have left the practice, 2 to pursue other avenues and 1 GP due to retirement. 1 Practice nurse left the practice to work abroad. There were also changes in the Practice Management Team

Outcomes:

These changes gave Oaklands the opportunity to look at the clinical skill mix which resulted in Oaklands being able to continue to provide specialist Minor Surgery sessions and in addition to engage 2 new Practice Nurses.

A new Practice Manager was appointed towards the end of 2017 following the retirement of the previous manager.

Revised opening times:

Monday: 8.00am – 8:00pm

Tuesday: 7:30am – 6:30pm

Wednesday: 7:30pm – 6:30pm

Thursday: 8:00am – 8:00pm

Friday: 7:30am – 6:00pm

Outcomes:

The Practice was able to provide patients with more flexible appointment times due to the revision of the skill mix of the clinical staff following the changes as outlined. The Practice now opens early mornings on 3 days a week and late on 2 evenings a week. The group felt that this would be beneficial particularly to patients who have work commitments. Indeed the new opening times have proved very popular with patients.

The Car Park:

Continued joint working with the Landlord:

Outcomes:

Both the Practice manager and the chair of the group have continued to liaise with the Landlord to make sure that the concerns of the group regarding the ongoing state of the car parking facilities at the practice. All issues raised by the group regarding the car park are fed back to the Landlords promptly.