

## Patient Participation Group Annual Report – Oaklands Health Centre, Holmfirth

March 2017

### 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 1<sup>st</sup> April 2016 to 31<sup>st</sup> March 2017, 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<br>27% Recorded        | % British Group<br>100% Recorded |             |
| % Irish<br>1% Recorded                 | % Irish<br>0%                    |             |
| Mixed                                  | Mixed                            |             |
| % White & Black Caribbean<br>0%        | % White & Black Caribbean        |             |
| % White & Black African<br>1% Recorded | % White & Black African<br>0%    |             |
| % White & Asian<br>1% Recorded         | % White & Asian<br>0%            |             |
| Asian or Asian British                 | Asian or Asian British           |             |
| % Indian<br>1% Recorded                | % Indian<br>0%                   |             |
| % Pakistan<br>0% Recorded              | % Pakistan<br>0%                 |             |
| % Bangladeshi<br>0% Recorded           | % Bangladeshi<br>0%              |             |
| Black or Black British                 | Black or Black British           |             |
| % Caribbean<br>0% Recorded             | % Caribbean<br>0%                |             |
| % African<br>1% Recorded               | % African<br>0%                  |             |
| Chinese or other ethnic group          | Chinese or other ethnic group    |             |

|                          |                 |
|--------------------------|-----------------|
| % Chinese<br>1% Recorded | % Chinese<br>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 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 2016 to March 2017:

- Prepare for CQC Inspection
- Start a Dementia Café
- Continue to liaise with Landlord regarding the Car Park

### **CQC Inspection:**

The Care Quality Commission (CQC) inspected Oaklands Health Centre on 20<sup>th</sup> October 2016. 2 members of the Patient Participation Group were interviewed by the Inspector.

### **Outcomes:**

The CQC gave Oaklands an Outstanding overall report. The report covered 5 areas: caring, responsive, well led, effective and safety. The Practice was Outstanding in 4 out of these 5 areas. The Practice would like to thank the Patient Participation Group for all its help with the very successful inspection.

### **Dementia Café:**

The first Dementia Café was held in Thursday 11<sup>th</sup> August 2016. 34 people attended along with clinicians from the Practice and PPG members. The September café was not as well attended but this seemed to work better as individuals got more opportunity to talk and communicate amongst themselves.

**Outcomes:**

The Café to continue with the support of the PPG and other external organisations i.e. Carers Count, Making Spaces, Clover leaf

**Community Corner/Foodbank:**

This initiative was proposed by the PPG and continues to have their support

**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