

Local Patient Participation Report – Oaklands Health Centre - Holmfirth

1. Profile of practice population and PRG

- Oaklands Health Centre has a total of 8046 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	20%
% 17 – 24	8.9%
% 25 – 34	10%
% 35 – 44	15%
% 45 – 54	16%
% 55 – 64	13%
% 65 – 74	10.5%
% 75 – 84	4.5%
% over 84	2.5%

- Looking at the results from our practice questionnaire the figures show that there are a high percentage of patients employed the highest being patients working 30 hours or more a week at 30.2%. There are a very low percentage of patients (9.1%) unemployed - either looking or not looking for work. 31.4% show that they are retired. Sick or disabled 2.3% and looking after the home/doing something else 5.8%.
- Oaklands Health Centre set up its Patient Participation group in 2008. There are now 14 members, most members attend our quarterly meeting with two members only requesting the minutes of the meetings. Anyone who is registered with the Practice is welcome to join and share their views. Within the last financial year (April 12 – March 13) 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	Difference
% under 16 - 20%	% under 16 0%	
% 17 – 24 - 8.9%	% 17 – 24 0%	
% 25 – 34 - 10%	% 25 – 34 0%	
% 35 – 44 - 15%	% 35 – 44 8.3%	
Practice population profile	PRG profile	Difference
% 45 – 54 - 16%	% 45 – 54 41.6%	
% 55 – 64 - 13%	% 55 – 64 16.6%	
% 65 – 74 - 10.5%	% 65 – 74 16.6%	
% 75 – 84 - 4%	% 75 – 84 16.6%	
% over 84 - 2.5%	% over 84 0%	
Ethnicity		
Practice population profile	PRG profile	Difference
White	White	
% British Group 24.4% Recorded	% British Group 100%	N/A
% Irish 0.03% Recorded	% Irish 0%	
Mixed	Mixed	
% 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%	

Practice population profile		PRG profile		Difference
Asian or Asian British				
% Indian 0.06% Recorded		% Indian 0%		
Black or Black British				
% Pakistani 0% Recorded		% Pakistani 0%		
% Bangladeshi 0% Recorded		% Bangladeshi 0%		
Chinese or other ethnic group				
% Chinese 0.05% Recorded		% Chinese 0%		
% Any other 0.09% Recorded		% Any other 0%		
Gender				
% Male	49%	% Male	23 %	
% Female	51%	% 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.
The practice managed to recruit a further two.
- The practice managed to recruit a further two people to the meeting and another two people who are happy to received minutes of the meeting. Although 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.

2. Local practice survey – Oaklands Health Centre

Patient priorities were discussed in the quarterly PRG meetings (minutes included/attached). 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. 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 73 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 12th March 2013. The following action plan was agreed by the group.

Area for Improvement	Action	Owner	Completion Date	Review Date If required
Nurse Practitioners	The surgery needs to promote the use of NP's more, as the survey showed that patients would be happy to see them (88%)	Operational Manager to feed back to Admin staff to promote appointments with NP's	Ongoing – feedback to be given to Partners	3 months (June 2013)
Text Messaging System	To look at the system and make sure the practice is making the most of the service. To look at communication with patients	Practice Manager/Operational Manager	Already in use but needs refining	To be reviewed in 3 months time (June) in the Admin Meeting
Appointments running Late	Operational manager to inform receptionist that they need to keep patients informed if a GP/Nurse clinic is running late.	Operational Manager/Receptionist	Ongoing	To be reviewed in 3 months time (June) in the Admin Meeting
The safety of exiting the car park	Talks are in place with the council to look at the safety of Oaklands patients exiting the car park	Dr Ward/Practice Manager/Operational Manager/Council	Ongoing	

4. Progress made with the Oaklands Health Centre action plan

A summary of the progress as of 31 March 2013 is:

You said...	We did...	The result is...
Nurse Practitioners	Operational manager to feed back to rest of team to promote the services of our NP's	To be reviewed in 3 months (June 2013)
Text Messaging System	The refinement of our currently running text messaging system	To be reviewed in 3 months (June 2013)
Appointments running Late	Operational manager to feed back to rest of team	To be reviewed in 3 months (June 2013)
The safety of exiting the car park	Held meeting with the council on Tuesday 12.3.13 to discuss concerns	Council to survey area re exiting car park

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

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.

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
- It will be discussed at the next PRG in May 2013
- 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/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!



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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

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