**Survey Report 2011/2012**

**Component 1 Profile of Practice Population and PRG
Practice Population Profile**

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| --- | --- | --- | --- |
| **4500 patients** |  | **14 members in group** | **Difference** |
|  |  |  |  |
| **Patients** |  | **PRG** |  |
| Under 16 | 20% | 0 | -20% |
| 17-24 | 9% | 0 | -9% |
| 25-34 | 15% | 7% | -8% |
| 35-44 | 15% | 21% | +6% |
| 45-54 | 13% | 0 | -13% |
| 55-64 | 11% | 14% | +3% |
| 65-74 | 9% | 36% | +27% |
| 75-84 | 6% | 21% | +15% |
| Over 84 | 1.4% | 0 | -1.4% |
|   |   |   |   |
| **Ethnicity** |   |   |   |
| White British | 73% | 86% | +13% |
| White Irish | 2% | 0 | -2% |
| White & Black Caribbean | 2% | 0 | -2% |
| White & Black African | 1% | 0 | -1% |
| White Asian | 2% | 0 | -2% |
| Indian | 4.5% | 0 | -4.5% |
| Pakistani | 16% | 14% | -2% |
| Bangladeshi | 4% | 0 | -2% |
| Caribbean | 4% | 0 | -4% |
| African | 2% | 0 | -2% |
| Chinese | 2% | 0 | -2% |
|   |   |   |   |
| **MALE** | **2366** | **36%** |   |
| **FEMALE** | **2167** | **64%** |   |

* The practice has strived to make the group representative of the practice population and have done so since the implementation of the group in 2001. We have not had a lot of success in this endeavour over the years but have continued to try!
* We have all made an extra effort to include different groups of patients. We have had more success with our virtual group in the younger age group of patients.
* The PRG is a mixture of 6 who will attend meetings and 4 who we can contact by e mail. One member has not been well so we are contacting him by phone for his views.
* We have had a PRG since 2001 and the core members have remained with the group
* To attract more group members we have advertised by posters in the practice, on the website, on patient prescription message, and by word of mouth through the reception team.
* All of our patients who use e mail to contact us were asked if they would like to join the group in person or by e mail and 6 responded favourably, but only 4 are continuing to answer our e mails.
* The practice has created terms of reference for the group and this will be discussed on at our first patient meeting as a newly formed group.
* All the email members have been sent copies of the terms of reference and the proposed patient survey for comment.
* We have asked the virtual group for any ideas they have and to please contact us if they have any brainwaves!

**Local Patient Survey**

* We asked all our members to comment on the survey before we asked patients to complete it
* We will discuss the results of the survey with the patient group
* We have looked at the results of last year’s national survey and at our complaints history and there are no obvious themes we need to pursue. We have no plans for massive change within the surgery – we have done all that in the past- having changed GP partners and building since 2006.
* We held the paper survey w/b 12 March and will discuss the results with both the virtual and in person group. The survey was distributed throughout the week to patients who called at the surgery for any reason. We aimed to process approximately 180 surveys. We kept the initial survey very simple as we have details of the national GP patient survey which was very in-depth.
* The survey was available in reception and by e mail for our virtual group
* We distributed 25 per practice population as specified
* The survey questions were first discussed in practice to get a basic questionnaire, taking into consideration any practice priorities. There had been no major issues from the National Survey
* A copy of the survey was sent by e mail to our virtual group and 3 members e mailed back with input. The rest of the group were invited to give us any ideas for questions and their opinion of the survey we had developed. There had been no major complaints that needed to be addressed.
* The survey was on one sheet of A4 paper, designed so that patients would not feel the survey was an onerous task and they would hopefully complete whilst they were in the practice and it would not take up too much of their time! The patient group agreed that this was important.
* The survey was distributed from Monday 12 March and lasted all week. We had 132 completed surveys at the Batley surgery and 10 at the Gomersal surgery (a lot of our patients use both surgeries). We have 4500 patients – 500 of which use the branch surgery at Gomersal.
* All members of the practice team were involved during the survey and encouraged patients of a wide range of age and ethnicity to complete the survey.
* Posters were widely displayed in the surgery to inform patients that we were holding a survey.
* The survey results were counted during the week of the survey, one day at a time, to ensure this was not a major task once all the surveys were in. Once all had been counted percentages were calculated so we could get an overall picture.
* The results of the survey showed no major issues, but a few areas that needed to be discussed at practice and PRG level.
* The survey results were discussed in practice and sent by e mail to the virtual group and discussed with the PRG

**Action Plan**

* Discussion held re how easy is it to obtain an urgent appointment with your doctor (Question 2). We have a very busy practice and appointments are soon taken up by patients. Some slots are held until the day to be used on the day. The patient can ring on the day at 8am onwards to obtain an urgent slot on the day. The PRG agreed that this was a good system but did everyone know about it. We agreed to publicise this more- on the website, message on prescription, notices in surgery.
* Discussion held re opening times of the surgery and whether we could go back to opening Saturday mornings? We are a small practice with only 2 GPs so this would not be easy for them after a full busy week at the surgery. It was agreed that this could be discussed at the next practice meeting and perhaps implemented in the future if the situation changes.
* Discussion held re How well does your doctor explain your medical condition to you (Question 6) The group agreed that some people will ask as many questions as they can to find out exactly what is wrong and others just sit quietly and ask no questions. Agreed to look for some advice, online or in leaflet form for patients to read before an appointment to encourage them to find out more and talk about their symptoms. Writing it down before you come to surgery was one suggestion. We will look into how to implement this in a sensitive way.

**Component 5**

* The survey covered access and opening times, and discussions at practice level and PRG level have been held
* The surgery is open 8am – 6pm Monday to Friday. There is a late session every Wednesday evening. Someone answers the phone between 8am and 6pm.

**Component 6 Availability of Information**

* The PRG have been told they can access this report online or at the surgery or at the next PRG meeting. The virtual group have been told they can access on the practice website
* Notice in reception with details of website for patients to log into and access to report and the report is available in paper form for patients to read