**Survey Report 2013/2014**

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| --- | --- | --- | --- |
| **4501 patients** |  | **10 members in group** | **Difference** |
| **Patients** |  | **PRG** |  |
| Under 16 | 22% | 0 | -22% |
| 17-24 | 9% | 0 | -9% |
| 25-34 | 15% | 7% | -8% |
| 35-44 | 14% | 7% | -7% |
| 45-54 | 13% | 23% | +10% |
| 55-64 | 10% | 18% | +8% |
| 65-74 | 9% | 11% | +2% |
| 75-84 | 6% | 40% | +34% |
| Over 84 | 1.6% | 0 | -1.6% |
|  |  |  |  |
| **Ethnicity** |  |  |  |
| White British | 74% | 86% | +12% |
| White Irish | 2% | 0 | -2% |
| White & Black |  |  |  |
| Caribbean | 0 | 0 | -2% |
| White & Black |  |  |  |
| African | 1.5% | .27% | -1% |
| White Asian |  |  |  |
| Indian | 5.2% | 0 | -4.5% |
| Pakistani | 16.7% | 5.9% | -11.7% |
| Bangladeshi | .3% | 0 | -.3% |
| Caribbean | .04% | 0 | -04% |
| African | .2% | 0 | -.2% |
| Chinese |  | 0 | -.2% |
| Other | 2.2% |  |  |
|  |  |  |  |
| **MALE** | **2298** | **51%** |  |
| **FEMALE** | **2203** | **49%** |  |

* 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 2 who we can contact by e mail. We have had a PRG since 2001 and the core members have remained with the group
* To attract more group members we are still advertising by posters and leaflets 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 1 is continuing to answer our emails.
* The practice has created terms of reference for the group and this has been discussed on at our patient meeting.
* One of our group members has joined North Kirklees patient Reference Group and attends regular meetings. The group consists of representatives from those GP practices who have an active patient group. They share information and bring that back to their own group. The Kirklees group is still in its infancy but looks good for the future of PRGs
* We continue to ask 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 have discussed the results of the survey with the patient group
* We looked at the results of the national survey last year 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 in November 2013 and have discussed the results with the patient group. The survey was distributed throughout the week to patients who called at the surgery for any reason. We aimed to process approximately 120 surveys. We kept the initial survey very simple.
* The survey questions were first discussed in practice and with patient group to get a basic questionnaire, taking into consideration any practice priorities. There had been no major issues from the National Survey.
* 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, as last year 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 11 November 2013 and lasted all week. We had 119 completed surveys at the Batley and Gomersal surgery
* 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.

Again a 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 is not easy for them after a full busy week – but since December 2013 we have held a surgery from 9am – 12 noon on Saturday mornings to ease winter pressures on other services. This has worked well and patients who have used the service have been satisfied. It has not yet been decided whether this will carry on throughout the summer or will just cover the busier winter period.

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. We have found a leaflet for patients to read whilst they are waiting which encourages them to think about their appointment and what questions they want to ask the [Clinician](http://www.batleyhealthcentre.co.uk/pages/Patient-Participation-Group) and therefore get the advice they want from the consultation. The group agreed that this may help some patients but others would have thought of this already.

**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 once a week held on Monday evenings. Patients find this very useful if they cannot access the practice during the day. Someone answers the phone between 8am and 6pm. Our phones are then put through to the Out of Hours service. When a patient uses the 111 service the practice is informed via the computer software and information is placed straight into the patient record so is immediately available for the [Clinician](http://www.batleyhealthcentre.co.uk/pages/Patient-Participation-Group) to see

**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