**Survey Report 2014/2015**

Component 1 Profile of Practice Population and PRG
Practice Population Profile

|  |  |  |  |
| --- | --- | --- | --- |
| **4475 patients** |  | **7 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 | 0 | 0 |   |
| 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% | 0 | -2.2 |
|   |   |   |   |
| **MALE** | **2262** | **51%** |   |
| **FEMALE** | **2213** | **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 5 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 2 are continuing to answer our e mails.
* 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 still attends regular meetings along with another member of the group when he can attend. They both inform the rest of the group of what the meeting was about at next in-house meeting. 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.

**Patient Group Discussion re Friends and Family Test and National Patient Survey**

* The Friends and Family Test is a government initiated process that started in December 2014. The practice was asked to make survey forms available in the surgery and online.
* Patients can complete the form if they want to make a comment about the surgery and to let us know if they are Extremely Likely, Likely, Neither likely or unlikely, Unlikely to recommend the surgery to family and friends.
* There have been over 100 responses since December.
* 80 patients said they extremely likely to recommend us and did so.
* 35 said they were likely to recommend us.
* 4 said they were neither likely or unlikely to recommend us.
* We are still collecting data when patients want to complete the form.
* There have been some very good comments made about the surgery.
***They give a very good service
Very good doctors
Friendly staff
Didn’t have to wait too long
Efficient booking of appointments
Staff always willing to help***
* The National Patient Survey results became available recently and the comments sent by patients were mostly good.
***I don’t normally have to wait too long when I arrive for appointment 71%
92% of patients surveyed said appointment was convenient
89% said it was easy to get through to reception on the phone
69% wanted opening times after 6.30pm
70% felt they were getting plenty of support to manage long term conditions***
* Additional opening hours seems high on patient agenda as we are all used to being able to access services such as banking out of working hours. It seems that more and more patients want GP services to be available longer than they are now. This is starting to happen already and from October 2014 to April 2015 there have been surgeries at the local health centres on Saturday and Sunday mornings for all patients to access. They will not see their own GP but will see a GP from the local area. This has worked very well.
* This was discussed and will be an agenda item in each patient group meeting to see what other comments come in from the Friends & Family test.

**ACTION PLAN**

* The practice will continue to make family and friends survey cards available for patients to complete.
* Longer opening hours will be discussed with Gps in the North Kirklees area and the North Kirklees Clinical [Commissioning](http://www.batleyhealthcentre.co.uk/pages/Patient-Participation-Group) Group and the practice will be involved in the discussions and implementation of possible longer hours in the future.
* The practice will continue to discuss all relevant issued with the patient group
* The practice will strive to keep up the standards they have achieved and implement improved services as appropriate.

**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. The practice has moved forward with Saturday and Sunday morning opening during the winter season and has held surgeries here at Batley Health Centre for patients from all local practices with a GP form a local practice in situ.

**COMPONENT 6 Availability of Information**

* The PRG and virtual group have been told they can see the friends and family cards and the comments made on them The virtual group have been told they can access on the practice website
* As soon as information arrives about longer opening hours the PRG will be informed and notices will be posted in the reception area and on the back of prescriptions. And the receptionists will inform patients verbally so that all can have access to new services.