

**MENDIP COUNTRY PRACTICE
LOCAL PATIENT PARTICIPATION REPORT**

1. A description of the profile of the members of the PRG

* For example the age, sex and ethnicity profile of the Provider's population and the PRG.

(Component 1)

Age groups	<16yrs	17-34	35-54	55-74	75-89	90+
Total population	1001(19%)	849(17%)	1544(30%)	1328(26%)	341(7%)	52(1%)
Male	488	441	784	678	159	21
Female	513	408	760	650	182	31
PPG						
Male				1(14%)	2(28%)	
Female		1 (14%)	1(14%)	1(14%)	1(14%)	

Mendip Country Practice ethnicity profile is 99+ % white British. The percentage of the Practice population that is not white British is not representative of any one particular minority or ethnic group and in total is 0.5-0.6% of the total Practice population. All the members of the Patient Group are white British.

2. Steps taken by the Provider to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the Provider took in an attempt to engage that category

- * The variations between Provider population and PRG members
- * How has the Provider tried to reach those groups not represented?

(Component 1)

The Patient Group was formed directly by the individuals who were invited to attend a steering group meeting. Invitation to this meeting followed review of the recruitment methods in establishing Patient Participation groups so that it could be consolidated quickly. Initially 12 patients aged 16 years and over from all age ranges and an equal distribution of both sexes were contacted by telephone and invited to participate in the steering group. A total of 7 patients attended and continue to participate in the group representing all the age ranges although compared to the Practice population the 75+ age group is slightly over represented and the 35 – 54 year age group underrepresented.

The group was established in September and meets every 6 weeks on a Saturday morning with representation from the Practice by the Practice Manager and a Partner. The frequency, day and time of meeting was determined and agreed by the Patient Group and Practice representatives and the name of Patient group adopted.

Representation of all age groups will continue to be a primary focus of recruitment reflecting the most relevant variation in the Practice population. The group has been

advertised in the local Parish magazines, in the Practice newsletter and on the website. Any registered patient interested in joining the group should contact the Practice Manager or Chair of the Patient Group for further information.

3. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local patient survey

- * How were the priorities identified and agreed?

(Component 2)

The Practice reviewed its priorities and issues including, those themes from complaints and previous patient survey issues, to identify its key inputs into the local Practice survey. It was noted that following the withdrawal of the Carer's support worker 3 years ago and during the development of the role of Carers champion within the Practice that a gap may have developed in identifying and collating what services and/or support Carer's registered at the Practice required, the Practice therefore requested that a focus on Carers be a component of the survey.

The Patient group proposed that as this was the first survey to be undertaken in collaboration a broad approach would be undertaken focusing on the general facilities and access arrangements to determine if any issues were of concern to the Practice population, which could be the focus of future surveys.

4. The manner in which the Provider sought to obtain the views of its registered patients

- * What methodology was used to agree the questions, the frequency, the sample size, distribution methods to ensure the views of all patient are represented and undertake the survey?

(Component 3)

The Practice sought the views of the Patient Group who determined that a 5% random sample of the registered Practice population excluding those under 16 years would provide validity to the questionnaire. It was agreed that a postal questionnaire would be undertaken due to the short 'lead in' time and the need to maintain anonymity and confidentiality. A named Practice contact was included on the cover letter explaining the questionnaire if assistance was required in its completion.

It was agreed that the questionnaire would clearly identify the three areas of focus and the number of questions would be limited to approximately 20 in order to encourage completion of the survey

The questions about the general facilities and access to the Practice were taken from the NHS patient survey providing both validity of the questions and robust benchmarking for the results.

The questions about carers were agreed and Clare Mather the Carers champion coordinator was consulted about the wording of the questionnaire

The results were collated and analysed within the Practice

5. Details of the steps taken by the Provider to provide an opportunity for the PRG to discuss the contents of the action plan in Section 7 (of this template)

- * How was the PRG involved in agreeing the action plan?
- * Were there any areas of disagreement, and if so how were these resolved?

(Component 4)

The results of the survey were presented at the Patient Group meeting held on February 11th 2012 and following discussion the action plan was agreed.

6. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local patient survey
(Component 4)

5% (n257) of the Practice population were surveyed with a 44% (n113) overall response rate

Responses to general questions were:

- 99% (n112) of patients surveyed are satisfied to very satisfied with the care at the GP surgery
- 98% (n111) of patients are satisfied to very satisfied with the facilities provided at the surgery
- 74% (n84) of patients do not read the magazines
- 95% (n106) of patients do not use the patient library

Responses to questions of access were:

- 97% (n108) of patients reported getting through on the phone in the past 6 months easy/fairly easy.
- 90% (n79) of patients found speaking to a doctor on the phone in the past 6 months easy/fairly easy.
- 95% (n74) of patients found speaking to a nurse on the phone in the past 6 months easy/fairly easy.
- 94% (n71) of patients in the past 6 months find getting test results on the phone easy/fairly easy.
- 88% (n91) of patients in the past 6 months who have tried to see a doctor 'fairly quickly' have done so on the same day or within the next 2 weekdays.

Responses to questions around Carers and Caring:

- A definition of who is a Carer was provided immediately before the questions
- Analysis with the Patient group about the responses to these questions resulted in a consensus that the numbers were too low to be of any statistical significance and therefore to draw any conclusions from them would be erroneous

7. Details of the action plan setting out how the finding or proposals arising out of the local patient survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented. Include details of the action which the Provider,

- **and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local patient survey**
- **where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report**

(Component 5)

Findings / Proposals or PRG Priority Areas <i>'You said...'</i>	Action to be taken (if no action is to be taken provide appropriate reason) <i>'We did...'</i>	Lead	Timescale	Progress <i>'The outcome was...'</i>
You are satisfied with the care and facilities provided by the Practice	Repeat the Practice survey looking at different foci	Patient Group and Practice Representatives	12 months	The questions/areas of foci to be discussed in September/October
74% of the patients do not read the magazines in the Practice. General discussion with the Patient Group included the lack of current magazines, general untidiness they create and potential source of cross infection	Remove the magazines from the waiting room area	Practice Manager	As soon as possible	Completed
95% of patients do not use the library.	To provide a smaller number of books to the rear of the waiting room with a list of books that are available but not on display. The Practice can use the area for storage or other use.	Practice Manager	Within 6 months	The library book list being updated and collated

The information about Carers and Caring was to low to be of statistical significance	To continue to develop and advertise the identified Carers champion within the Practice	Practice Manager & Carers champion	6 months	Commenced
--	---	------------------------------------	----------	-----------

8. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours.

- * Please provide details of the Practice opening hours and how patients are able to make appointments/access services or provide a link to the relevant page(s) of the Practice website where this information can be found

The telephone lines and Surgery doors are open Monday to Friday 8am-6.30pm and extended hours are offered Saturdays 8am-11am

Patients can make appointments in person, on the telephone or via EMIS access

Details of these hours can be found on the sign at the front of the Practice, on our Practice leaflet or on our website www.mendipcp.co.uk

9. Where the Provider has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

- * If providing, please confirm details of the extended opening hours provided by the Practice or provide a link to the relevant page(s) of the Practice website where this information can be found

Extended hours are offered Saturday mornings 8am-11am for pre booked and triaged appointments

Details of these hours can be found on the sign at the front of the Practice, on our Practice leaflet or on our website at www.mendipcp.co.uk

Date Report Published: 26th March 2012

Web Address of Published Report: www.mendipcp.co.uk

Acknowledgements: Thank you to all the members of the Patient Group for their unwavering support and assistance since their inception