**WHITEFIELD HEALTH CARE**

**LOCAL PATIENT PARTICIPATION REPORT**

**2014/15**

**Introduction**

This report details the findings from the Practice Annual Patient Survey undertaken by Whitefield Health Care.

**Patient Forum Membership**

Whitefield Patient Forum was formed in October 2009.  The forum consists of patient members of different backgrounds as well as staff members to help patients take responsibility of their own health and to provide strategic input and advice to the practice.  The purpose of forming a patient forum in the practice was:

* to give practice staff and patients the opportunity to discuss topics of mutual interest in the practice
* to provide means for patients to make positive suggestions about the practice and specific conditions as an 'expert' or 'experienced patient'
* to encourage health education activities within the practice
* to develop self-help projects to meet the needs of fellow patients such as befriending; help with transport; and bereavement support
* to act as a representative group that can be called upon to influence the local provision of health and social care

Below is a detailed profile of the Patient Forum:

|  |
| --- |
| **Age** |
| **Under 16** | **16-24** | **25-34** | **35-44** | **45-54** | **55-64** | **65-74** | **75-84** | **85+** |
| 0 | 1 | 3 | 4 | 1 | 3 | 1 | 1 | 0 |

|  |  |
| --- | --- |
| **Gender** | **No.** |
| Male | 6 |
| Female | 8 |

|  |
| --- |
| **Ethnicity** |
| **White British** | **Irish** | **Mix Carribean** | **Mix African** | **Mix Asian** | **Indian** | **Pakistani** | **Bangladeshi** | **Black Carribean** | **African** | **Chinese** | **Other** |
| 7 |  |  |  |  |  | 7 |  |  |  |  |  |

Specific care groups e.g. nursing homes, learning disabilities, drug users, carers

|  |  |
| --- | --- |
| **Specific Care Group** | **No. of Patients** |
| Carers | 2 |
|  |  |
|  |  |

We feel that the Patient Forum is representative of its registered patients. The practice always welcomes new members to the group. This is advertised through patient consultations and a poster is displayed in the practice waiting room. We are also looking at introducing a virtual patient forum in order to capture a wider patient population.

**Methodology**

A meeting of the Patient Forum was held on 15th October 2014 where the group had a discussion about the areas of priority for this year’s patient survey. The group came up with the following areas:-

* MSK services for patients
* Patient care and services for over 75 patients

After much debate the group agreed that the survey should be based on the patent care and services for our over 75 patients which was the new service that had started in September 2014. The service was to give all over 75 patients a 20 minute appointment with the GP. The group looked at the ‘Over 75’ service specification and the Practice Action Plan as part of the service.

The group devised the questionnaire together – setting out which questions to include in the survey.

The group agreed for the survey to be undertaken at the surgery week commencing the 3.11.2014 for a period of 4 weeks for the over 75 patients. This was agreed by the rest of the group.

Two members of the patient forum volunteered to undertake the survey at the practice – to hand out the questionnaires and generally to talk to patients.

**Results of the Survey**

A total of 46 questionnaires were handed out to 75 and over patients by the members of the Patient Forum during the week commencing 3.11.2014. Two members of the Patient Forum volunteered to support the process. The questionnaires were handed out during morning and some afternoon/evening surgeries.

A total of 46 questionnaires were completed.

The results of the survey were as follows:-

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Number of questionnaires returned | Question 1 | Question 2 | Question 3 |
| YES | NO | YES | NO | YES | NO |
| November 2014 | 46 | 46 | 0 | 44 | 2 | 46 | 0 |
|  |  |  |  |  |  |  |  |

**Analysis/Feedback to the Patient Forum**

A meeting of the Patient Forum was held on 14th January 2015 where the results of the Patient Annual Survey was discussed. The group had a discussion around the results of each question. The group commented as follows:-

* The 75 and over patients were very pleased with the longer consultation appointment with the GP
* They all wanted the service to continue
* They were happy with the support they receive from the practice

The group agreed that although the results of the survey were excellent, further improvements around the survey questionnaire could be changed as follows:

* the next survey should have different questions in addition to the existing ones. The questions should include their experience with the GP; what kind of questions were asked at their consultation ie: medication etc and whether at the time of the consultation the doctor did spend 20 minutes with them.

**Practice Annual Patient Survey Action Plan**

Following on from the Patient Forum meeting held on 14th January 2014, the members of the group devised an action plan based on the comments raised about the results of the survey.

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| --- |
| **Action Plan – Patient Annual Survey 2014/15** |
| ***Description/Action*** | ***Owner*** | ***Deadline*** |
| Continue to give the 75 and over patients 20 minute appointments with the GP -  | All staff | On-going |
| Inform all staff at practice about continuing to given 75 and over patients 20 minute appointments with a GP | SR | 28.1.2015 |
| At the next PPG form meeting – the group to devise the next questionnaire with changes suggested at the last meeting  | PS/SR | June 2015 |

The Chair of the Patient Forum discussed this with the Practice Manager to implement as agreed by the group members.

**Further Information**

***Practice Opening Hours are as follows:***

|  |  |
| --- | --- |
| MONDAY | 8:00am – 6:30pm |
| TUESDAY | 8:00am – 6:30pm |
|  |  |
| WEDNESDAY | 8:00am – 8:15pm (surgery extended hours day) |
|  |  |
| THURSDAY | 8:00am – 1:00pm |
| FRIDAY | 8:00am – 6:30pm |
|  |  |

Patients have access to services throughout the above times when the surgery is open via face-to-face or telephone. We also provide an online Emis Access service for booking appointments and to order repeat medication and viewing medical records.

Practice ‘extended hours’ day is on Wednesdays between 6:30pm – 8:15pm where patients will have access to a practice nurse undertaking extended hours clinic.

Patients will also be able to have face-to-face access for booking appointments; requesting prescriptions; enquiries and advice. Please note that patients will not be able to have access to this service through the telephone as telephones will be transferred to out-of-hours service as usual from 6:30pm.