

## Slade Green Medical Centre

### Patient Participation DES 2013 / 2014 Report

#### A Description of the Profile of the Members of the PRG

There are presently 2 members within the PRG. The PRG members and the Practice are actively trying to recruit more members. Due to the PRG being small the Practice Manager attends each meeting to help brainstorm and support. The GP will also attend for a brief time if any input is required.

	Age	Sex	Status
Member 1	54	Male	Employed
Member 2	49	Male	Employed

Our Practice population consists of the following:-

Age	No. of Patients
30 – 40	955
40 – 50	1179
50 – 60	70
60 – 70	392

The PRG Meetings have taken place on the following dates and minuted:-

29.01.2014  
25.02.2014  
16.07.2013  
02.10.2013  
23.10.2013  
18.12.2103

**The steps taken to ensure that the PRG is representative of your registered patients and where a category of patients is not represented, the steps taken in an attempt to engage that category.**

We have been actively trying to recruit more PRG members from all age ranges and ethnic minority groups. Our current members have been very forthcoming with ideas / suggestions and are able to advise us regarding the needs of the local community. We have posters in the waiting area, messages on our moving boards and messages on our practice website. We have also had a member of the CCG come to both sites in order to try and recruit new members on 3-4 occasions. The GP's have also been actively asking patients if they would like to

be a part of our PRG. We have a transient population and it is hard to engage patients for long periods. The patients that have expressed an interest have been unable to commit due to personal reasons.

### **Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey**

The results of the GPAQ Practice survey 2012 / 2013 were passed to the PRG members to analyse and advise. Another survey was undertaken in 2013 / 2014 and has been passed to the PRG members for feedback. The action plan for 2013 / 2014 was forwarded to the PRG members. The surveys were analysed and the members did not feel the need to add anything to this at the present time. The members were also asked to look at the comments on NHS Choices and let the practice know what they felt we may need to do.

### **The manner in which the practice sought to obtain the views of its registered patients**

The questionnaire was given out by the Receptionists to patients who had appointments booked with the GP, Nurse or Health Care Assistant. The questionnaire was given out at both sites. Once completed the information was recorded. A copy of the results are attached which includes any free text comments. (Appendix 1 and Appendix 2). We felt that this method is more effective and patients can hand this back rather than post or having to hand deliver it. Also patients would ask questions if unsure of the question.

### **Summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey.**

Please see Appendix 3 and Appendix 4. These reports have been passed to the PRG for comments. The PRG have stated that they would need there to be more members in order for them to target certain areas and be successful.

### **Details of steps taken by the Practice to provide an opportunity for the PRG to discuss the contents of the action plan**

Information was handed and emailed to the PRG members for analysis. The 2012/2013 practice survey results were shared with PRG members in July 2013. The results from the practice survey in 2013/2014 were shared in January 2014. Action plan has been agreed in February 2014.

### **The steps taken to ensure that the PRG is representative of your registered patients and where a category of patients is not represented, the steps taken in an attempt to engage that category**

The results of the 2013 / 2014 survey have been distributed to the PRG and the Partners. They are given the opportunity to provide feedback. However, due to the small number of PRG members it is very difficult to get a wider range of ideas and suggestions from different age groups and ethnic backgrounds.

**Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented**

The results of the 2012 / 2013 Action Plan are attached. The results of the 2013 / 2014 Action plan are also attached.

Opening Hours:

The Surgery is open from 8.15am – 7pm (Monday, Tuesday, Wednesday and Friday) and on Thursday from 8.15am – 1.30pm). We offer extended hours at Slade Green Medical Centre (apart from Thursday) from 6.30pm – 7pm.