

**Park Road Medical Practice
93 Park Road
Wallsend
Tyne & Wear
NE28 7LP**

**Annual Report
March 2013
Patient Reference Group
2012/2013**

Documentation Available

SLA Enhanced Service	 S:\Sandra Dowling\ Sandra documents\Pe
Patient participation directed enhanced service (DES) for GMS contract	 S:\Sandra Dowling\ Sandra documents\Pe
The NHS Employers organisation and the General Practitioners Committee (GPC) agreed the following Directed Enhanced Services changes for 2011/12.	http://www.nhsemployers.org/PayAndContracts/GeneralMedicalServicesContract/DirectedEnhancedServices/Pages/DESS-2011-12.aspx
National Association of Patient Participation	www.napp.org.uk

This report summarizes the work undertaken throughout 2012 – 2013 within Park Road Medical Practice in an attempt to engage more fully with our patients on issues that are important to them. The report details what patients told us were important to address, and what action the practice has taken regarding this feedback from our patients. The report starts with some information regarding the makeup of our practice population which we call our “profile”.

Practice Profile

Park Road Medical Practice is set approximately 3 miles outside of Newcastle City Centre. The practice has 4828 patients with approximately 17% of patients over the age of 65.

We have 49.38% of our patients being male and 50.63% being female. Our patients class themselves as mainly White British with a small % of our population being of other ethnicity.

We have 1.02% of our patients caring for a friend or family member which is an increase of 0.38% from this time last year. We have a very small group of drug users and a nursing home and residential home within Battle Hill. 0.48% of our practice population are classed as having a learning disability.

A description of the Profile of the members of the Patient Reference Group

Practice Members

Name	Role	Profile
Sandra Dowling	Practice Manager	I joined Park Road Medical Practice as practice manager in April 1991. Previous to this I had 9 years experience in another local practice. I have covered a variety of different roles in general practice, from office junior, to reception team leader, and medical secretary.
Rachel Bailey	GP Partner	I joined the practice as a GP Salaried Assistant many years ago and in February 2009 there was an opportunity of becoming a partner which I accepted. I am the clinical lead for a variety of areas including patient communications.
Avril Cockburn	Reception Team Leader	I joined the practice as one of the reception team in October 1999 In June 2003 I was offered the opportunity of becoming reception team leader
Nicky Todd	Treatment Room Nurse	I joined the practice in a new post as treatment room nurse in January 2006. I have many years experience as a nurse and I also work as a nurse at the practice's adopted nursing home.

Patient Reference Group Members

The patient reference group was established during 2011/2012 and currently has 14 members all of whom are registered at the practice. The names and contact details of group members are held on a membership register. This equates to approximately 0.29% of the practice population. Last year the practice compared this against 2 other local practices, one had 0.17% of its practice population as part of its PRG and the other had 0.27%. It was therefore felt that Park Road Medical Practice had an average number of members within its PRG. The number of members has increased during this current year.

The "profile" of our Patient Reference Group (our patients who agreed to give us feedback on the services we provide) is detailed below:

The Patient Reference Group membership has representation from the following groups:

- workers
- retired
- carers
- Patients with a disability
- Patients from most age groups (see graph below)
- Parents of small children

We have been unable to get representation from the following groups:

- Patients from other ethnic backgrounds
- Patients under the age of 16
- Patients with learning disabilities – although one patient who comes into this category has offered to give verbal feedback on a one to one basis, though he declined attending meetings.

As at 21/3/2013 the practice age/sex register looked as follows:-




Age groups	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+	Totals
Males	283	263	288	319	382	325	267	164	86	7	0	2384
Females	278	240	337	352	346	308	247	169	134	31	2	2444
% of male	6%	5%	6%	7%	8%	7%	6%	3%	2%	0.15%	0%	
% of female	6%	5%	7%	7%	7%	6%	5%	4%	3%	0.65%	0.05%	
Total in age group	561	503	625	671	728	633	575	333	220	38	3	

In comparison to the practice population – the PRG

Age groups	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+	Totals
Males						1	1	2				
Females			1	3	1	2	1	1	1			
% of male						0.31	0.38	1.22				
% of female			0.30	0.86	0.29	0.65	0.41	0.60	0.75			
Total in age group			1	3	1	3	2	3	1			14








In order to gain views from our adopted nursing home we are in the fortunate position as one of our nurses also works at Charlton Court and liaised with residents and there families regarding the reference group.

The practice took the following steps to ensure our Patient Reference Group is representative of the practice registered patients.

Practice Newsletters	 \\Emis1714a\shared\ \\Emis1714a\shared\ Practice\Website pra\Practice\Website pra
Flyer's in waiting room and attached to repeat prescriptions	 S:\Sandra Dowling\ Sandra documents\P:
Patient in house presentation screen (The actual powerpoint presentation is a very large file – therefore a copy of the slide has been attached)	 \\emis1714a\shared\ Sandra Dowling\Sand

Practice website	www.parkroadpractice.co.uk/patientreference.html
Practice leaflet	The practice leaflet was amended to include information regarding the patient reference group. A copy of the leaflet is given to all new patients and can be viewed on the practice website at: http://www.parkroadpractice.co.uk/pracleaflet.pdf
Verbal invitation	The PM verbally invited 2 patients to join the group following comments/concerns raised by them. The GPs verbally invited a couple of patients' during routine surgery. Reception staff also verbally mentioned this to patients' who had expressed an interest in practice activities.
Teenage Health Check invitation	This programme has now been running for a year. The practice has invited 60 patients on or around their 16 th birthday. However, no acceptances of this invitation have been received. The practice is currently in discussions with local young user groups for advice as to whether the invitation is attractive etc.

EVIDENCE DOCUMENTATION

Minutes of the meeting held on Friday 11 th May 2012	 \\emis1714a\shared\ Sandra Dowling\Sand
Minutes of the meeting held on Friday 30 th November 2012	 \\emis1714a\shared\ Sandra Dowling\Sand
Practice Survey	 \\emis1714a\shared\ Sandra Dowling\Sand
Results of Practice Survey	 \\emis1714a\shared\ Sandra Dowling\Sand
Practice Newsletter – June 2012 advertising the survey	 S:\Practice\Practice Newsletters\2012\Prs
Practice Leaflet	 S:\Practice\Website practice\pracleaflet.d
Practice Newsletter – Spring2006 advertising telephone consultations	 S:\Practice\Practice Newsletters\2006 ne1

Details and evidence of the steps taken to determine and reach agreement with the PRG on the issues which had priority and items to be included in the practice survey.

The PRG met twice during 2012/2013. The first meeting was on Friday 11th May 2012 and the second on Friday 30th November 2012. A copy of the minutes of both of these meetings can be located on the evidence attachments.

During the meeting of the 11th May 2012 the priority areas were agreed as follows:-

- Informing patients of changes within the practice
- Access
- Appointments
- Practice Survey
- Newsletters

A copy of the patient survey that was sent to patients in 2012/2013 can be located within the evidence documentation attachments.

The practice met with the PRG on Friday 30th November 2012 to discuss the results of the practice survey a copy of which can be located on the evidence attachment document. The practice discussed with the PRG that details of survey results were input into Survey Monkey which calculated the results.

Distribution of Practice Survey

The practice sought to obtain the views of its registered patients by distributing a copy of the questionnaire to all patients attending the practice over a one month period. The survey was advertised on the in-house waiting room presentation screen as well as the practice website. Patients could choose to complete a hard copy format of the questionnaire or via an electronic link on the practice website. The survey was also advertised in the practice newsletter. Posters were also placed on the outside of all consulting room doors during the time of the questionnaires.

Presentation of Findings of Survey

The practice presented the PRG with the findings of the local practice survey who were given an opportunity to comment during a meeting held on Friday 30th November 2012. A copy of the minutes of this meeting can be viewed by accessing the information on the evidence attachment document.

Action Plan

The action plan agreed with the PRG setting out the priorities and proposals of the local practice survey were set as follows:-

- Clarification of rapid access appointments to patients
- Appointments to be bookable 4 weeks in advance at all times.
- Investigate booking appointments on-line via TV access
- Advertise telephone consultations
- Advertise GP's working week
- Consider lunch-time surgeries
- Publicize survey

Subsequent Achievement/s

RAC

- Information is made available to patients attending the rapid access clinic to explain what the RAC is designed for.
- Slide available on waiting room presentation to explain purpose and use of RAC.
- Information available on practice website regarding RAC

Appointments bookable 4 weeks in advance

- Where possible the practice aim to achieve this.

Booking Appointments via TV access

- This has been investigated on virgin media and the facility does not appear available any longer.

Advertise GP's working week

- This action point is still outstanding due to changes in rota and personnel between November 2012 and February 2013. A new rota change commenced during March 2013 and is due for review on the 16th April 2013. Once a set rota is established information will be available in a future newsletter.

Advertise Telephone consultations

- Slide available on waiting room presentation to advertise telephone consultations.

- Staff verbally advise this option to patients when appropriate.
- Available in practice leaflet
- Advertised on practice website
- Advertised on newsletter when first introduced 2006 – this will be re-advertised in a future newsletter.

Consider lunch-time surgeries

- This has been discussed and is still on-going. Staggered surgeries throughout the day may be more feasible later on in the year of 2013 when the practice will have two trainees and an established working week.

Publicize Survey

- The results of the practice survey are available on the practice website.