



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

**Annual Report
March 2012
Patient Reference Group
2011/2012**

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 summarises the work undertaken throughout 2011 – 2012 within the 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 was important to address and what action the practice has taken regarding this feedback from our patients. The report starts with some information regarding our 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 just under 5000 patients with approximately 23% of patients over the age of 65.

We have 49.52% of our patients being male and 50.49% being female. Our patients class themselves as mainly White British with a small % of our population being of other ethnicity.

We have 0.64% of our patients caring for a friend or family member. We have a very small group of drug users and a nursing home and residential home within Battle Hill. 0.52% 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 practice currently has 13 members of the Patient Reference Group. This equates to approximately 0.27% of the practice population. 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 "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:

- Patients who work
- Patients who are retired
- Patients who are carers
- 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

- **The practice took the following steps to ensure that the PRG is representative of our registered patients.**

As at 30/6/2011 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	294	275	301	333	377	337	251	177	85	6	0	2436
Females	271	270	350	366	325	322	255	163	136	31	1	2490
% of male	12%	11%	12%	14%	15%	14%	10%	7%	3%	0%	0%	
% of female	11%	11%	14%	15%	13%	13%	10%	7%	6%	1%	0%	
Total in age group	565	545	651	699	702	659	506	340	221	37	1	


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	2					3
Females			2	2	2	1	2	1				10
% of male			0%	0%	0%	8%	15%	8%				
% of female			15%	15%	15%	8%	15%	0%				
Total in age group			2	2	2	2	4	1				13

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 their families regarding the reference group.

Please outline the steps taken to ensure that the Patient Reference Group is representative of the practice registered patients.

Practice Newsletters	  \\Emis1714a\shared\ \\Emis1714a\shared\ Practice\Website praPractice\Website pra
Flyer's in waiting room and attached to repeat prescriptions	 S:\Sandra Dowling\ Sandra documents\Pz
Patient in house presentation screen <i>(The actual powerpoint presentation is a very large file – therefore a copy of this has been saved as a PDF document and is attached)</i>	 S:\Sandra Dowling\ Sandra documents\Pz
Practice website	http://www.parkroadpractice.co.uk/patientreference.html
Practice leaflet	The practice leaflet was amended to include

	<p>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:</p> <p>http://www.parkroadpractice.co.uk/pracleaflet.pdf</p>
<p>Verbal invitation</p>	<p>The PM verbally invited 2 patients to join the group following comments/concerns raised by them.</p> <p>The GPs verbally invited a couple of patients' during routine surgery.</p> <p>Reception staff also verbally mentioned this to patients' who had expressed an interest in practice activities.</p>
<p>Teenage Health Check invitation</p>	<p>This was part of our original plan, however, due to long term practice nurse sickness we were unable to commence this service. Work was undertaken in preparation of this and a copy of the teen health check invite can be viewed.</p> <p> \\Ems1714a\shared\ Practice\Admin\Practi</p>

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

An introductory meeting was arranged for the PRG and practice team members to meet together and discuss relevant issues further. A PowerPoint presentation was put together and the PRG referred to the GP patient survey for useful guidance of a starting point on issues.

The practice also introduced a summary of areas of complaints which had arisen in the past.

In agreement with the PRG the issues were prioritized as follows:-



1. Identify a mission statement for the group.
2. Survey the patients who were eligible for flu vaccine to identify any problems within the programme.
3. Hospital discharges.

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

The practice set up an account with survey monkey and the local practice survey was formed. However, a problem was identified with the basic structure of survey monkey and Carefirst then agreed to fund the comprehensive survey monkey package. However, this took a little bit of time and resulted in a slight delay in the publication of the practice survey.

In an effort to gain as many views of registered patients as possible the practice collected patient email addresses with a request to email these patients to complete the practice survey.

The practice spoke to every patient who attended the practice over the course of one month requesting that they complete the practice survey.

A flyer was attached to all repeat prescriptions for one month asking patients to complete the survey	
For those patients who did not have internet access a hard copy of the survey was available from reception counter.	 S:\Sandra Dowling\ Sandra documents\Pæ
The treatment room nurse informed residents/families based at Charlton Court of the practice survey.	
The waiting room information screen was amended to inform patients to complete the survey either on line or a hard copy.	
Information was added to the practice newsletters to advertise the survey.	http://www.parkroadpractice.co.uk/newsletters.html
Information was added to the practice website for the survey to be completed on line.	http://www.parkroadpractice.co.uk/index.html
The survey was created and published during December 2011.	 S:\Sandra Dowling\ Sandra documents\Pæ




Details of the steps taken to provide an opportunity for the PRG to discuss the contents of the action plan

The action plan was discussed at the first PRG introductory meeting. A copy of the action plan can be viewed.



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

Details of first PRG meeting	 S:\Sandra Dowling\ Sandra documents\Pr
Details of the practice survey	 \\Emis1714a\shared\ Sandra Dowling\Sand
Details of the Mission Statement	This was written and approved by a member of the PRG  \\Emis1714a\shared\ Sandra Dowling\Sand
Hospital Discharges	Following the input from a member of the PRG – the practice has changed its procedure for managing patient’s hospital discharges. This has impacted on the patient experience of hospital discharge as well as assisted in the practice’s weekly MDT meetings.

A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey.



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It did not appear that there were any particular evidence findings that could identify why patients are reluctant to undergo flu vaccine. All patients found their appointment convenient and the majority of patients feel that the flu vaccine is worthwhile. It was noted that there was only a very small response rate.

A copy of the survey results was sent to the members of the PRG requesting any feedback.

Details of the action

Purely as a result of the survey it did not look as if any further action was required by the practice other than what the practice normally does during the flu vaccine season.

The following idea was generated in-house and it is wondered whether there may be any scope for further developing this.

- Newsletters written by the PRG may have more impact than be written by the practice.
- Elect a chair person for the PRG providing contact details of this person.
- Mini in-house events held by the PRG to highlight such things as flu vaccines, DNA rates etc.

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

The practice core hours are 8am – 6:30pm Monday - Friday. Access to the practice premises is available from 8:25am – 6:00 pm Monday – Friday. Patients access practice premises via the following methods:

- Presentation
- Telephone
- Fax
- E-mail – available 24 hrs per day – but response only available during above times.
- Post
- Repeat prescription line - available 24 hrs per day – but response only available during above times.
- EMIS access - available 24 hrs per day – but response only available during above times.