



St George's Medical Practice Patient Participation Report – February 2015

**For Survey Results please see alternate link on website
(survey results 2015)**

Practice Opening Hours

Roundhouse Medical Centre

Monday	8.00am – 6.30pm
Tuesday	7.00am – 6.30pm
Wednesday	7.00am – 6.30pm
Thursday	7.00am – 6.30pm
Friday	8.00am – 6.30pm

Mapplewell Health Centre

Monday	8.30am – 12.30pm
Tuesday	8.30am – 12.30pm
Wednesday	8.30am – 12.30pm
Thursday	8.30am – 12.30pm
Friday	8.30am – 12.30pm

The above times include our extended opening hours

The extended opening hours are as follows:

Tuesday	7.00am – 8.00am
Wednesday	7.00am – 8.00am
Thursday	7.00am – 8.00am

Access to services in core hours

Patients can access services via face to face, telephone or online

Out of Hours arrangements

When the practice is closed, telephone callers to St George's medical practice are asked to call NHS 111 and they will direct the patient to the appropriate service which could be GP Surgery next day, A&E or Care UK, our Out Of Hours Provider. This service is commissioned by Barnsley Clinical Commissioning Group.

Practice Population

St George's Medical Practice has 6405 patients registered. Please see breakdown below:

Sex	Number	Percentage of Population	Ethnicity Recorded	Percentage
Male	3230	50.5%	2143	66%
Female	3175	49.5%	2417	76%

Practice Population Profile

Age	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-94	94+	Totals
Male	285	549	313	368	424	499	359	256	141	36	0	3230
Female	240	500	317	453	435	455	297	241	168	61	8	3175

Ethnicity Breakdown

Ethnicity Group	Number	%
British/White British	4323	95%
Irish	13	0.3%
White Scottish	2	0.04%
White Other	112	2.5%
White and Black Carribean	5	0.11%
White and Black African	10	0.22%
White and Asian	4	0.09%
Black African	1	0.02%
Black British	1	0.02%
Other Black	5	0.11%
Turkish	4	0.09%
Indian	2	0.04%
Pakistani	10	0.22%
Asian	11	0.24%
Russian	1	0.02%
Caribbean	2	0.04%
African	38	0.83%
Chinese	10	0.22%
Nigerian	2	0.04%
Portugese	4	0.09%
Polish	44	0.96%
Iranian	1	0.02%
Baltic	5	0.11%
Other	17	0.37%
Ethnic category not stated	31	0.68%

Patient Reference Group (PRG) Profile

St George's Medical Practice has 19 members – the profile of the members is as follows:

Sex	Number	Percentage of Group	Ethnicity Recorded
Male	8	42%	100%
Female	11	58%	100%

All of our members have their ethnicity recorded as British.

Age	17-24	25-34	35-44	45-54	55-64	65-74	75-84	Totals
Male	1	1	0	3	1	1	1	8
Female	0	3	3	3	0	1	1	11

Differences between the population of the practice and the members of the PRG

All of our members are British. We have made efforts to encourage all our patients which include other ethnic groups to participate, however so far none have wished to do so. We have got a good age range of members now and will continue, to make efforts to encourage all patients of all age ranges to participate.

The steps taken by the practice to ensure all groups of the practice population are represented

We continue to put a small form at the back of each questionnaire asking patients if they would like to join the group. This questionnaire was put out in January and February 2015.

We displayed posters in our waiting areas in both sites asking patients if they would like to join the group and put a display on our jayex board in the waiting room. Posters have also been given to the local pharmacies to display. We have also put information and the report and survey results on NHS Choices website <http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=39198>

We also included the patient participation information in our quarterly newsletter which encouraged patients to join.

Throughout the above months, reception staff encouraged patients to join the group if they wished and approached patients with regards to the group.

The patient participation group information is on our practice website www.stgeorgesmedicalpractice.co.uk and gives them all the details on how to become a member.

The steps taken to decide what went into the survey

The practice members discussed what issues we felt were priority in getting patients opinion on. We looked at previous surveys and ensured that any areas which patients had been unhappy with previously were in the questionnaire. We also looked at any patient complaints about services to ensure these areas were included.

We contacted our PRG members send them a copy of last years patient survey and asked if they would like to change or add anything into the survey, this year we did not receive any changes, therefore we decided to continue to look at the same as last year to see if there were any difference in outcomes.

How the survey was conducted

The questionnaires were given out over a 2 month period in January and February 2015.

The receptionists ensured that patients who presented at the reception desk were given one to complete and we also put the questionnaire in the waiting room for patients to pick up if they had used the self check in and did not present at the desk. The questionnaires were given out at both of our sites.

We got a total of 52 responses back out of 75 questionnaires handed out.

Results

The survey results can be found on a separate document on our website and also on the NHS Choices Website for our Practice and these results were also posted to the members of our PRG either by post or via email. We have also put up posters in practice informing patients that we have done a survey and the results are on our website of can have a paper copy if they wish. We discussed the action plan in practice and came up with the areas we felt need actions taking and then sent this to the members of the PRG asking if they agreed with this and asked them to let us know if there were any other areas they wanted in the action plan and anything they disagreed with. We have had no contact from the PRG members disagreeing with any part of the action plan. We do not feel there are any contractual considerations to the agreed action plan.

Last years report

We have found that most of our results were quite similar to last years responses, although we did have a positive increase in some areas particularly round appointments and how easy it was to get an appointment and how long patients had to wait and we feel this is due to us reviewing our appointment system and making improvements. Patients were more aware this year of how to speak to a staff member in confidence from last year, we feel this is due to advertising this in both reception areas. We addressed all actions in last years plan and will continue to address the areas although we have had a good increase in results but there is still room for improvement. The one area that does keep improving is our DNA figures – we have found that since displaying our figures in the practice, this has brought the problem to the patients attention and our figures are reducing, which in turn helps our appointment availability.

Action Plan from Patient Survey/Questionnaire January/February 2015

The outcomes of the survey have been discussed with the practice members and the action plan is as follows:

Actions to be taken	Timescales
To ensure sufficient information regarding ability to speak confidentially to reception staff	Immediately – Already advertise on jayex – to put posters up in waiting areas
To promote that patients can have carers or representatives attend appointments	Immediately – Already advertise on jayex – to put posters up in waiting areas
To ensure complaints, suggestions and compliments procedure is promoted well in practice	Immediately – To ensure more posters around the practice as already on website, jayex and in leaflet
To promote online booking of appointments	To continue to promote this service – already on jayex – to put posters in waiting areas and reception to inform patients
To promote online ordering of prescriptions	To continue to promote this service – already on jayex – to put posters in waiting areas and reception to inform patients
To promote practice website	To continue to promote this service – already on jayex – to put posters in waiting areas and reception to inform patients
Continue to promote practice opening times	Already doing this – to continue – jayex board, posters, website, leaflet
To continuously review the appointment system to ensure appointment availability and waiting times are appropriate	To continue with ongoing review of appointment system
To continue to display Do not attend figures as this has a huge impact on appointment availability	These figures are displayed on a monthly basis already on the jayex board and a newsletter has recently been done in practice specifically around non attend figures

The action plan has been sent to all members of the PRG group for their opinions and comments and has been posted on the practice website www.stgeorgesmedicalpractice.co.uk and also on our NHS Choices website <http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=39198>