



St George's Medical Practice Patient Participation Report – January 2014

**For Survey Results please see alternate link on website
(survey results 2014)**

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 | 3.00pm - 6.00pm |
| Tuesday | 8.30am – 12.30pm | 1.30pm - 6.00pm |
| Wednesday | 8.30am – 12.30pm | CLOSED |
| Thursday | 8.30am – 12.30pm | 3.00pm – 6.00pm |
| Friday | 8.30am – 12.30pm | CLOSED |

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 6210 patients registered. Please see breakdown below:

| Sex | Number | Percentage of Population | Ethnicity Recorded | Percentage |
|--------|--------|--------------------------|--------------------|------------|
| Male | 3126 | 50.4% | 2057 | 66% |
| Female | 3084 | 49.6% | 2341 | 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 | 263 | 524 | 307 | 369 | 436 | 470 | 339 | 241 | 133 | 43 | 1 | 3126 |
| Female | 238 | 491 | 306 | 447 | 434 | 411 | 286 | 232 | 165 | 66 | 8 | 3084 |

Ethnicity Breakdown

| Ethnicity Group | Number | % |
|---------------------------|--------|-------|
| British/White British | 4103 | 93% |
| Irish | 12 | 0.3% |
| White Scottish | 2 | 0.05% |
| White Other | 80 | 1.8% |
| White and Black Carribean | 3 | 0.07% |
| White and Black African | 5 | 0.11% |
| 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 | 6 | 0.14% |
| Pakistani | 10 | 0.23% |
| Asian | 10 | 0.23% |
| Russian | 1 | 0.02% |
| Caribbean | 1 | 0.02% |
| African | 47 | 1.07% |
| Chinese | 9 | 0.20% |
| Nigerian | 2 | 0.05% |
| Latin America | 1 | 0.02% |
| Portugese | 4 | 0.09% |
| Polish | 41 | 0.93% |
| Iranian | 1 | 0.02% |
| Baltic | 2 | 0.05% |
| Other | 14 | 0.32% |
| Ethnic category not | 27 | 0.61% |

| | | |
|--------|--|--|
| stated | | |
|--------|--|--|

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 | 2 | 0 | 0 | 3 | 1 | 1 | 1 | 8 |
| Female | 0 | 4 | 3 | 2 | 0 | 2 | 0 | 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, last year we did not have any members over the age of 73 but this year we have 2 over this age 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 November and December 2013.

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 November and December 2013.

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 60 responses back out of 75 questionnaires handed out, which is a great improvement on the past 2 years responses.

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 have had a positive increase from last year, particularly about asking if patients were aware they could have a carer or representative at an appointment and when asked if patients knew how to make a compliment or complaint to the practice. These figures had increased which we hope is due to promoting and advertising these services. 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 has improved 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 November/December 2013

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 on website and in newsletter |
| To promote that patients can have carers or representatives attend appointments | Immediately – Already advertise on jayex board, to put on practice website and in newsletter |
| 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 in newsletter and reception to inform patients |
| To promote online ordering of prescriptions | To continue to promote this service – already on jayex – to put in newsletter and reception to inform patients |
| To promote practice website | To continue to promote this service – already on jayex – to put in newsletter 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>