

**St George's Medical Practice
Patient Participation Report – June 2017**

**For Survey Results please see alternate link on website
(survey results 2017)**

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

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, iHeart Barnsley and Out of Hours who are provided by iHeart Barnsley also. This service is commissioned by Barnsley Clinical Commissioning Group.

Practice Population

St George's Medical Practice has 6613 patients registered. Please see breakdown below:

Sex	Number	Percentage of Population	Ethnicity Recorded	Percentage
Male	3413	50%	2990	88%
Female	3410	50%	3202	94%

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	271	585	309	448	408	555	384	267	150	34	1	3413
Female	246	556	320	501	448	524	324	250	180	51	9	3410

Ethnicity Breakdown

Ethnicity Group	Number	%
British/White British	5624	90.5%
Irish	19	0.3%
White Scottish	0	0.00%
White Other	210	3.3%
White and Black Carribean	4	0.06%
White and Black African	9	0.14%
White and Asian	9	0.14%
Black African	2	0.03%
Black British	1	0.01%
Other Black	6	0.09%
Turkish	6	0.09%
Indian	12	0.19%
Italian	1	0.01%
Pakistani	16	0.25%
Asian	13	0.20%
Albanian	2	0.03%
South American	1	0.01%
Russian	1	0.01%
Romanian	2	0.03%
Caribbean	4	0.06%
African	40	0.64%
Chinese	8	0.12%
Nigerian	5	0.08%
Portugese	0	0.00%
Polish	62	0.99%
Iranian	2	0.03%
Baltic	11	0.17%
Bulgarian	2	0.03%
Other	64	1.03%
Ethnic category not stated	94	1.51%

Patient Reference Group (PRG) Profile

St George's Medical Practice has 27 members – the profile of the members is as follows:

Sex	Number	Percentage of Group	Ethnicity Recorded
Male	11	41%	100%
Female	16	59%	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	2	5	1	1	10
Female	0	4	2	3	2	2	3	17

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 advertise our patient group in the waiting room on practice newsletters and on our website.

We displayed posters in the waiting area asking patients if they would like to join the group. 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.

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

We decided this year to do the Improving Practice Survey provided by CFEP Surveys.

How the survey was conducted

The questionnaires were given out over a 2 month period in May and June 2017

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 arrival screen and did not present at the desk.

We received 150 questionnaires back from patients which is a huge improvement on previous years.

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 asked our members if they had any comments or suggestions from the results and we received one response back. We do not feel there are any contractual considerations to the agreed action plan.

Last year's report

We have found that most of our results were quite similar to last year's responses but as this was a different questionnaire to last years it was difficult to compare fully.

Action Plan from Patient Survey/Questionnaire June 2017

Actions to be taken	Timescales
<p>Telephone access As this is a rented building, we cannot change the system, however we have now moved the main phone line off the front reception and into the back office, enabling the staff to concentrate on this more in hope that the calls will be sorted more efficiently and quickly.</p> <p>We have also recently closed our branch surgery, therefore have more Reception staff dealing with patients at the main site.</p>	Immediately – already done
<p>Wait to see a GP in 48 Hours We already offer book on the day appointments, however we have recently had some long term clinical sickness so now we are back to full staff, this should improve.</p>	Immediately
<p>Confidentiality on Reception We have recently moved the main phone line into the back office from the front reception desk and also if a patient wishes to speak in private, we have a small office where they can be taken.</p>	Immediately
<p>To promote online booking of appointments</p>	To continue to promote this service
<p>To promote online ordering of prescriptions</p>	To continue to promote this service
<p>To promote practice website</p>	To continue to promote this service
<p>Continue to promote practice opening times</p>	Already doing this
<p>To continuously review the appointment system to ensure appointment availability and waiting times are appropriate</p>	To continue with ongoing review of appointment system

The action plan 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>