

Patient Participation Reporting Template 2013-2014

Practice details: The Culverhay Surgery, Wotton under Edge, Gloucestershire, GL12 7LS

Practice code: L84027

Stage one – validate that the patient group is representative

Demonstrates that the PRG is representative by providing information on the practice profile:

Practice population profile	PRG profile	Difference
Age		
% 18 – 24 6.3%	% 18 – 24 0	-6.3%
% 25 – 34 8.6%	% 25 – 34 11%	2.4%
% 35 – 44 12.3%	% 35 – 44 0	-12.3%
% 45 – 54 16.3%	% 45 – 54 0	-16.3%
% 55 – 64 13%	% 55 – 64 22%	9%
%65 – 74 13.9%	%65 – 74 44%	30.1%

Practice population profile	PRG profile	Difference
%75 – 84 7.3%	%75 – 84 22%	14.7%
% Over 85 3.1%	% Over 85 0	-3.1%
Ethnicity		
White	White	
% British Group 97.8%	% British Group 100%	2.2%
% Irish 0.5%	% Irish 0	-0.5%
Mixed	Mixed	
% White & Black Caribbean 0.03%	% White & Black Caribbean 0	-0.03%
% White & Black African 0.03%	% White & Black African 0	-0.03%
% White & Asian 0.1%	% White & Asian 0	-0.1%
Asian or Asian British	Asian or Asian British	
% Indian 0.1%	% Indian 0	-0.1%
% Pakistani 0.02%	% Pakistani 0	-0.02%

Practice population profile	PRG profile	Difference
% Bangladeshi 0	% Bangladeshi 0	0
Black or Black British	Black or Black British	
% Caribbean 0	% Caribbean 0	0
% African 0.2%	% African 0	-0.2%
Chinese or other ethnic Group	Chinese or other ethnic Group	
% Chinese 0.05%	% Chinese 0	-0.05%
& Any Other 1%	& Any Other 0	-1%
Gender		
% Male 49.8%	% Male 22%	-27.8%
% Female 50.2%	% Female 78%	27.8%

<p>Differences between the practice population and members of the PRG</p> <p>The practice should describe any variations between the group and the practice population and the efforts that have made to reach any groups not represented.</p>	<p>The Culverhay PPG has a dedicated notice board in the waiting room, in a prominent position. It has also been advertised on the practice website.</p>
<p>Was the group virtual or face-to-face?</p>	<p>Face to face</p>
<p>How many members were there on the PRG?</p>	<p>9</p>

<p>Step 2 - Agree areas of priority with the PRG</p>	
<p>How were the views of the PRG sought on the priority areas for the survey questions? (E.g. face-to-face meeting or virtually)</p>	<p>Virtually</p>
<p>What were the priorities identified by the PRG?</p>	<p>The virtual group were asked via email for feedback to the content of the survey. The main areas for information identified to be surveyed were: opening times, making routine and urgent appointments, telephone access, environment and the overall opinion of the surgery.</p>
<p>What were the priorities selected by the practice?</p>	<p>As above</p>
<p>Do the priorities selected match those set out by the PRG?</p>	<p>Yes</p>
<p>If they do not match, why was this decision made?</p>	
<p>What other information was used by the practice to determine priorities?</p>	<p>As above</p>

Step 3 - Collate views of patients using survey	
How was the survey conducted?	In person at the surgery and online via the practice website.
How many questionnaires were sent out to patients?	180
% of practice population?	3%
How many questionnaires were returned?	171
% of practice population?	3%
What method(s) has the practice used to enable patients to take part in the survey?	All patients who attended the surgery during January 2014 were asked to complete a survey. The survey was also available on the practice website and advertised prominently on the home page.
How has the practice collated the results? (E.g. tables, maps, charts, bullet point list)	Through the use of Survey Monkey, a secure online survey website.
What were the results of the survey?	Please include details below. A summary of the result for each question should be given. One row per question should be used. More rows can be added if necessary.

Question	Summary of results
See Report attached	

Steps 4 and 5 - Agree an action plan with the PRG and Area Team where appropriate	
How has the practice sought the PRG's views on the findings of the survey? (E.g. face-to-face meeting or virtually)	Face to face meeting
Has the practice produced a clear action plan that relates to the survey results? (Please include a summary below)	Yes
How did the practice consult with the PRG to agree the plan? (E.g. face-to-face meeting or virtually)	Face to face meeting
Are there any aspects that were not agreed?	No
Are there any elements that were raised through the survey that have not been agreed as part of the action plan? If so, what were the reasons for this?	No
Are there any contractual considerations to proposed changes? If so, have these been agreed with the Area Team?	N/A

Actions planned as a result of the survey (Please put each action on a separate row. More rows can be added if required)
20% of patients showed a preference to booking online. This service was launched in November 2013 and has had a good uptake so far from patients. Action: continue to promote this service on the website and in the surgery. Consider texting patients to remind them that an online service is now available.
42% of patients were happy with our opening hours but expressed an interest in the surgery being open on weekends. Action: opening hours will be reviewed from April in line with the Primary Care Offer Enhanced Service.
See also minutes from PPG meeting 19.3.2014 attached.

Step 6 - Publicise the results and agreed action plan	
The local patient participation report must be publicised on a website. Please confirm that the report contains:	
A description of the profile of PRG members	Yes
Steps taken to recruit patients and ensure group is representative	Yes
Explanations of why it differs from the practice profile	Yes
How the practice sought the PRG's views of priority areas	Yes
Description of the survey and how it was carried out	Yes
Details of the survey results	Yes
An action plan setting out the proposals arising out of the local practice survey and how they can be implemented, including issues that arose in the survey that cannot be addressed and why	Yes
Description of how the practice consulted with the PRG on the action plan	Yes
Practice opening hours and how patients can access services throughout core hours	Yes
Where the practice offers extended opening, the times at which patients can see individual health care professionals.	Yes
What is the URL of the website where the report was published?	http://www.culverhaysurgery.com/
How else has the report been advertised and circulated?	The results are on display in the waiting room on the notice board, and bound copies are also available in the waiting room.