

Dishley Grange Medical Practice Patient Participation Report

Practice population profile									
Age/Sex distribution of the practice population at 14 March 2014									
Age	0-18	18-30	31-40	41-50	51-60	61-70	71-80	80+	Total
Male	782	492	498	552	480	363	177	79	3423
Female	677	521	512	492	484	379	195	155	3415
Total	1459	1013	1010	1044	964	742	372	234	6838
Ethnicity data is recorded for all newly registered patients and routinely in consultations, however, we do not have sufficient data to report accurately									
Patient Group Profile									
Profile of the Patient Group at March 2014									
Age	18 - 50	51-65	65-74	75 - 84	85+	TOTAL			
Male		2	4	1		7			
Female	1	1	1	1		4			
Total	1	3	5	2					
Please describe variations between the group and what efforts the practice has made to reach any groups not represented									
<p>Committee appointments were made at the Group's Annual General Meeting (AGM) in April 2013 and three new members have been subsequently appointed by the Committee during the year following advertisement of vacancies in accordance with the Constitution.</p> <p>We are pleased to report an improvement in the committee membership in more widely representing the varied population of the practice and a more proportionate representation of patients from Loughborough and Hathern surgeries. This has been achieved through various communication methods in the surgeries, along with patient group promotional activities, newsletters and practice website.</p>									

Stage two – validate the survey and action plan through the local patient participation report

Survey

Please describe how the priorities were set

A draft survey was presented to the patient group based on national requirements, the 2012 13 survey and specific questions pertinent to last year's responses.

Describe how the questions were drawn up

The questions were drawn up as above and circulated to members of the Patient Group for comment and feedback. At a subsequent meeting Practice and Patient Group feedback were collated and final survey questions agreed.

How was the survey conducted?

The survey questions were added and advertised on the practice website and patients were encouraged to complete online. Details were included in our quarterly newsletter and in surgery waiting areas. Receptionists, nurses and GPs encouraged patients to complete the survey from December 2013 through to mid-January 2014.

Members of the patient group committee attended the surgery waiting areas to promote completion either on line or paper based and in some cases supported patients in completion. The paper versions were submitted to the website by a patient group committee member and the analysis undertaken by Leicestershire Health Informatics.

What were the survey results?

Details of the survey results are available on the website, together with the agreed action plan. Additional information and progress reports will be provided in the surgery waiting areas and newsletters during 2014.

Action plan

How did you did you agree the action plan with the PG?

A summary of the results and patient specific comments were circulated to members of the Patient Group, discussed and agreed at a meeting on 12 March 2014

What did you disagree about?

A full discussion of the practice proposed action plan was held and members of the patient group committee queried areas that the practice may not have included. It was agreed that the practice had taken previous action in some areas and further action may be restricted by environmental limitations. The Practice and the Patient

Group representatives were open to all comments and it was noted that there were areas that the practice could continue to develop through the various communication methods in place.

Are there any contractual considerations to the agreed actions?

The practice has taken into consideration the revised contractual requirements in completion of the action plan.

A copy of the agreed action plan is attached

Local patient participation report

The action plan is available on the practice websites and the patient group agreement noted in the minutes of the meeting on 12 March 2014

Practice Opening Times as at March 2014

Loughborough

Monday – Friday 08:40-13:00 13:45-18:30

Hathern (branch)

Monday – Friday 08:40-13:00 16:00-18:30

Extended hours

Weekday (various) 07:00-08:00

Saturdays 07:00-09:15