

Dishley Grange Medical Practice Patient Participation Report

Practice population profile

Age/Sex distribution of the practice population at 12 March 2013

<i>AGE</i>	0 – 9	10-19	20-39	40-59	60-79	80+	TOTAL
<i>MALE</i>	439	362	855	999	551	88	3294
FEMALE	384	342	893	960	567	158	3304
TOTAL	823	704	1748	1959	1118	246	6598

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 2013

<i>AGE</i>	18 - 50	51-65	65-74	75 - 84	85+	TOTAL
<i>MALE</i>		2	4	1		
FEMALE		1		1		
TOTAL						

Please describe variations between the group and what efforts the practice has made to reach any groups not represented

These appointments were made at the Group's Annual General Meeting (AGM) in April 2012, apart from one who was appointed by the Committee in September 2012, following advertisement of the vacancy in accordance with the Constitution. All appointments become vacant at the AGM in April 2013.

We acknowledge that the membership is not fully representative of the population we serve and various methods have been taken by the practice and the group to involve a wider group of patients, including promotion in the surgery waiting areas, website and newsletters.

We have found that due to young family commitments, this age group did not appear to have the time to dedicate to Patient Group Activities

Patients known to the practice from minority ethnic groups were specifically invited and encouraged to attend

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

Survey

Please describe how the priorities were set

The practice reviewed the 2011 12 survey results and drafted this year's survey based on the national requirements and specific questions pertinent to last year's responses were added

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 our website and patients were encouraged to complete online. Details were included in our quarterly newsletter and in both surgeries waiting areas. Receptionists, nurses and GPs encouraged patients to complete the survey from December 2012 through to the end of January 2013. We recognised that there was a fairly low take up rate and during January we actively promoted and offered paper copies for completion by patients, which were subsequently submitted to the website by members of the patient group

What were the survey results?

Details of the survey results are available on the website, together with the agreed action plan.

A presentation of the survey results will be provided at the patient Group AGM during April 2013.

Action plan

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

A summary of the results and patient specific comments were circulated to members of the Patient Group and fully discussed at a meeting on 20 March

What did you disagree about?

Full discussion of points raised was held and there were no disagreements. Both

the Practice and the Patient Group representatives were open to all comments and we jointly noted that there were areas that we agreed were appropriate to investigate and some areas where the practice could promote services through various communication methods

Are there any contractual considerations to the agreed actions?

Informally – full details of enhanced services are awaited which may impact the provision of extended hours surgeries

A copy of the agreed action plan is attached

Local patient participation report

The combined action plan is available on the practice websites and a formal presentation of the results and action plan will take place at the Patient Group AGM during April

Practice Opening Times as at March 2012

Loughborough

Monday – Friday	08:45-13:00	13:45-18:30
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Hathern (branch)

Monday – Friday	08:45-13:00	16:00-18:30
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Extended hours

Alternate Wednesdays	07:30-08:00
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Alternate Thursdays	07:30-08:00
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Saturdays	07:30-08:30
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