**BARNT GREEN SURGERY**

**PATIENT PARTICIPATION REPORT 2014/2015**

INTRODUCTION

The patient reference group has been in existence for approximately 13 years. The original group of 11 patients met quarterly with a Doctor and the Practice Manager. In September 2011 it was decided to try and engage with a wider audience and the practice advertised for patients from all age groups to become virtual members of the group and communicate electronically. The virtual group now consists of 23 members. As can be seen from the charts below the patient group is not representative of the whole practice as the younger age groups are not represented. We have tried repeatedly to get greater involvement form this age group and will continue to do so.

PROFILE OF THE PATIENT REFERENCE GROUP PROFILE OF THE PRACTICE

Male membership 17% Female membership 83% Males 49% Females 51%

Age distribution Age distribution

Ethnicity 100% White British Ethnicity 97.7% White British; 1.6% Indian; 0.2% Chinese;

 0.2% Caribbean; 0.3% Other Asian

SURVEY OF PATIENT VIEWS

Methodology

During October 2014 the patient group was consulted on the questions/areas to be included in the survey. After discussion it was agreed to change the format for the current year and ask more specific questions regarding certain groups of patients. The three groups suggested by the patient group were those who had been referred onto other health care providers, carers, pregnant ladies and young mothers. We as practice wished to include a question about the use of on line access as this was a new service we had recently introduced. As the Friends and Family test (FFT) was also being introduced by the government in December 2014 we decided to add that question into the survey to avoid having two surveys running at the same time. We had in fact asked the FFT question in our 2013 survey, so it would be good to compare the results.

The survey was distributed during December 2014 and January 2015. Paper copies were distributed randomly to patients who attended surgery. The Friends and Family question was also available via text message and on the practice website.

In order to obtain a representative sample it was felt we needed at least 25 returns per 1000 registered patients, therefore a minimum of 169 responses was required. 159 paper responses were received representing 2.4% of the practice population. The FFT response including the paper returns amounted to 401 which is 6% of the practice population.

Results

Profile of respondents Male 61 Female 94 No indication 4

 Age distribution

 Ethnicity - White British 150; Asian 1; No indication 8

Questions

The results for each question are summarised below:-

1. *Have you been referred onto another healthcare provider by your GP?*

Yes 33% No 65% No response 2%

*If yes did you feel that you were given a choice of providers?*

Yes 99.9%

1. *Are you a carer?* Yes 14%

*Were you aware that the practice has an affiliated carer support worker?*

Yes 31% No 61% Not sure 8%

*If you were aware have you used them?* Yes 29% No 71%

*If you used them were they helpful?* Yes 100%

1. *Are you pregnant or a new mother?* Yes 4%

*Do you feel there is enough support available?* Yes 100%

1. *We offer on line services for appointments, ordering prescriptions and viewing medical records, do you use them?*

Yes 30% No 40% No response 30%

*If not please tell us why.*

The majority of those not using the online services did so from choice, preferring the present systems of face to face or telephone. A few did not have computer access and a few had tried but lost their passwords. A few were unaware.

1. *How likely are you to recommend our GP practice to friends and family?*

Extremely likely 89%

Likely 9%

Neither likely or unlikely 0.5%

Unlikely 0.5%

Extremely unlikely 0%

Don’t know 1%

CONCLUSIONS

**Being offered choice when referred** - The results verify our use of the choose and book system for referrals and indicate that doctors are discussing options with patients.

**Carers aware of support available** – the number of carers aware of the support available was disappointing and it is evident that those who have used the carer support worker have found it helpful so as a practice we need to identify more carers and promote the service.

**Pregnant ladies and new mothers feel they are getting support from the practice and associated staff -** Despite our best efforts to reach this group of patients only 6 responded. Although only a small number they all felt that they were receiving good support from the practice and associated health professionals.

**Use of online services –** The number of patients using these services was lower than expected and disappointing for the practice as it is a more efficient use of our time. Of those not using them the majority were aware of the service but chose to use the telephone or attend in person.

ACTIONS

**Being offered choice when referred -** No further action needed other than to continue.

**Carers aware of support available**

* Promote awareness by ensuring information is on practice notice boards
* Information has been included in the new patient registration pack
* Website redesigned to make information clearer and easier to find
* GP’s and nurses have information in their rooms to give to known carers
* A member of the reception/admin team has been given responsibility for carers.

**Pregnant ladies and new mothers feel they are getting support from the practice and associated staff -** Although we received a 100% positive response we will not rest on our laurels and we will continue to ensure that pregnant ladies and new mothers, especially first time mothers, get support and easy access to services.

**Use of online services –** continue to promote the services and encourage patients to register as it frees up staff time at the surgery and provides patients with a 24 hour service.

**Friends & Family Test –** A 98% positive responseis very encouraging but we will continue to gather feedback and act on comments made, especially those suggesting improvements to the service we provide.

A full list of the comments from the Friends and Family test is attached.

Our action plan from previous surveys is attached.