



North Somerset

Practice Name: Backwell + Nailsea Medical Group
Report completed by: Debra Penney (Practice Manager)
Date: 7th March 2014

Practice patient participation report 2013.14

Stage one – validate that the patient group is representative

Type of PRG – The Practice has a core PPG and a Virtual PRG				
Size of the PRG – 272 Members + 9 Core PPG members = 281				
Show how the practice demonstrates that the PRG is representative by providing information on the practice profile				
Practice population profile		PRG profile		The practice has PPG/PRG representation across all age bands and strives to recruit all age groups and most recently targeted the younger age groups by engaging with local secondary school.
13,429		281		
Age				
% Under 16	18%	% Under 16	0.7%	
% 17 – 24	9%	% 17 – 24	7.8%	
% 25 – 34	9%	% 25 – 34	13.5%	
% 35 – 44	11%	% 35 – 44	20.0%	
% 45 – 54	15%	% 45 – 54	14.2%	
% 55 – 64	13%	% 55 – 64	20.0%	
%65 – 74	14%	%65 – 74	14.2%	
%75 – 84	7%	%75 – 84	8.2%	
% Over 84	4%	% Over 84	1.4%	
Ethnicity				
White		White		
% British Group	51%	% British Group	95.73%	43.69% of patients with unknown ethnicity

% Irish	0.24%	% Irish	0.71%	
Mixed		Mixed		
% White & Black Caribbean	0.11%	% White & Black Caribbean	0.36%	
% White & Black African	0.24%	% White & Black African		
% White & Asian	0.32%	% White & Asian		
Practice population profile		PRG profile		The Office of National Statistics show the population of Backwell and Nailsea wards as being predominately White British, this is reflected in our PRG/PPG patient representation.
Asian or Asian British		Asian or Asian British		
% Indian	0.31%	% Indian	0.71%	
% Pakistani	0%	% Pakistani		
% Bangladeshi	0.05%	% Bangladeshi		
Black or Black British		Black or Black British		
% Caribbean		% Caribbean		
% African		% African		
Chinese or other ethnic Group		Chinese or other ethnic Group		
% Chinese	0.16%	% Chinese	0.71%	
& Any Other	3.77%	& Any Other	1.42%	
Gender				
% Male	49.5%	% Male	44%	The PPG/PRG is slightly underrepresented by male patients.
% Female	50.5%	% Female	56%	
Other* [*Optional] (e.g. employment status, carer status, disease, learning difficulties or any other minority groups if applicable within your practice profile)				
2 PPG/PRG members are carers.				

Steps taken to recruit patients to the PRG	Both PPG and PRG adequately reflect the patient population to enable the best possible representation. We continually advertise the PPG and PRG using the practice notice boards, website, and newsletter. Patients are invited to join the PPG or PRG at the point of registration. During 2013 we worked jointly with our neighbouring practice attending local secondary schools to gain representation at the lower demographic age profile.
Differences between the practice population and members of the PRG	Ethnicity of the practice population is undetermined as only 56.31% of ethnicity is recorded. This data is captured of all newly registered patients and opportunistically when patient book for appointments or during consultations and at other health campaigns. Ethnicity statistics from The Office of National Statistics show the population of Backwell and Nailsea wards as being predominately White British; this is reflected in our PRG/PPG representation. The practice continues to proactively advertise PPG and PRG registration which is available to all ethnicity and ages over 16 years.

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

Survey – The practice should outline how the survey was conducted and the results
<p>How were the areas of priority for the survey set?</p> <p>The survey question set was devised with input from both PPG and PRG representative groups. An exploratory survey was sent to PPG and PRG members asking what the practice did well and least well to establish survey questions for the final patient survey. This initial survey was conducted in July and the results discussed with the core PPG members in September. The patient survey questions were drawn up and the final survey approved by PPG members.</p>
<p>How were the questions drawn up?</p> <p>From priorities identified by PRG and PPG members the survey was drawn up using Survey Monkey. Survey questions template - Please see appendix 1</p>
<p>How was the survey conducted?</p> <p>The patient survey was conducted during the month of December 2013 using Survey Monkey as a web based survey. Links to the survey was sent to all patients where we had a record of the patients email address. A link was also added to the survey on our practice website. Patients attending the surgery during the month of December were also randomly selected to complete a hard copy of the survey form, which was subsequently manually entered onto Survey Monkey. The survey was non patient identifiable.</p>
<p>What were the results of the survey?</p> <p>Summary of patient survey results - Please see appendix 2</p>
<p>Action plan – The practice should outline how action plan was agreed</p> <p>The action plan was agreed at the PPG AGM, after discussing survey results with PPG , PRG and practice staff representatives.</p>
How was the PRG consulted on the proposed action plan?

PPG ,PRG and staff representatives were invited to attend a PPG/PRG AGM on 13.02.14 to discuss this years survey results and to agree an action plan for 2014.

Are there any aspects that were not agreed?

All aspects of the survey and action plan were agreed with the PPG.

What was the agreed action plan?

2014 Action Plan - Please see appendix 3

Are there any contractual considerations to the agreed actions?

No contractual considerations, only financial implications and budgeting.

Please provide an update of progress on all actions to date

Provided on action plan, available on website and will be updated as tasks completed throughout year.

Local patient participation report

Available on website

What is the URL of the website where the report was published?

www.backwellnailseasurgery.nhs.uk

How else has the report been advertised and circulated?

The final report is available on the practice website and also as a hard copy pinned to the PPG notice boards, along with agreed action plan and progress. Patients can request an electronic or hard copy. PPG/PRG members have a copy of the final report and agreed actions.

Opening times

Confirm opening times and the method of obtaining access to services during core hours.

Opening hours: 08:00 – 18:30 Monday to Friday.

Confirm any extended hours arrangements that are in place for patients outside of core hours

Extended Hour Arrangements outside core hours

Wednesday morning – GP early surgery + phlebotomy
Alternate Tuesday/Wednesday – GP late surgery
Saturday – alternate Saturdays