

PPG & Survey Results Report March 2014

Introduction

Pensilva Health Centre set up a Patient Participation Group in September 2011. The following report outlines the work the group has achieved.

Practice Demographics

	Practice	PRG
Age		
% Under 16	15%	
% 17 - 24	7%	
% 25 – 34	8%	
% 35 – 44	11%	
% 45 – 54	15%	8%
% 55 – 64	17%	17%
% 65 - 74	16%	50%
%75 – 84	8%	25%
% Over 84	3%	
Ethnicity		
White	98.7%	100%
% British Group	98%	
% Irish	0.5%	
% Other	0.2%	
Mixed	0.6%	
% White & Black Caribbean	0.2%	
% White & Black African		
% White & Asian	0.4%	
Asian or Asian British		
% Indian		
% Pakistani		
% Bangladeshi		

Black or Black British		
% Caribbean		
% African		
Chinese or other ethnic Group	0.7%	
% Chinese	0.1%	
& Any Other	0.6%	
Gender		
% Male	50.3%	25%
% Female	49.7%	75%

Practice PPG

Pensilva Health Centre Patient Participation group has managed to increase in numbers from 6 active members in March 2012 to 12 active members in March 2014. The group has advertised and held open mornings at the surgery to recruit more members and has strived to attract members from younger age groups and other ethnic groups to be more representative. As yet this has not been successful but the group continues to advertise itself. The group does represent well over 50% of our patients in the age demographics and 98.5% of the ethnicity of our patients.

The Patient Survey 2012/2013

The action plan for the PPG from the last survey was to focus on researching existing support groups and assist to increase awareness about self care. This was to encourage attendance at self help groups and also assist with leaflets for patients to promote services at the surgery.

The issues highlighted in the previous survey regarding clinic times and access were to be included within the next Practice survey.

Achievements of the PPG

The PPG researched existing support groups for weight and lifestyle and exercise sessions. The group have successfully instigated, maintained and lead a walkers group for patients and hold open days to highlight the services offered at the Health Centre.

The group have also assisted in representing the health centre at local meetings and groups and have other support groups currently under discussion. The PPG also helped with our Saturday flu clinic and enabled the practice to achieve a very successful clinic.

Pensilva Health Centre would like to thank all members for the hard work that the PPG has done for the practice to date.

Patient Survey 2013/2014

The survey was created solely by the PPG. It was done during June and July and was made available in paper format and online. All patients visiting the surgery during this time were

asked to complete a survey. Also patients receiving repeat prescriptions had a questionnaire given to them to complete online or return. It was placed in the newsletter and all patients were invited to complete. The results of the survey were analysed and we had a total of 235 surveys completed.

The results can be seen in Appendix 2

Review of the Survey

The results were given to the PPG and discussed in a meeting held on 26th September 2013.

Questions were mainly regarding opening times and access to services. The practicalities of opening on the times questioned were discussed with the PPG and at this time, the practice is unable to offer extended hours but will continue to review and look at ways of possibly implementing this.

Comments from the survey included lots of positive feedback about the practice and some very useful suggestions which the PPG are taking forward. Some of these were requests for services or support groups which are already in place so the PPG wish to promote these and advertise them.

Action Plan

- Details of services provided both in the waiting room and on the website
- Directory of local services / support groups to be compiled
- Regular coffee mornings to share information with patients.
- Details in PPG registration packs.
- Coffee morning for new mothers/fathers
- Investigate INR testing on site
- Open day to be an annual one for patients to meet with doctors informally.
- Agreed cannot implement all requests but thank patients for their responses.

Patient Participation Report

The full report is available on the practice website, a summary report will be made available in the waiting room and published in the Practice Quarterly newsletter which is freely available in the practice and on the practice internet and emailed out to all subscribers. A copy of the newsletter is also sent to all parents of children at the local school, the local shop, blood donor sessions and local community centre.

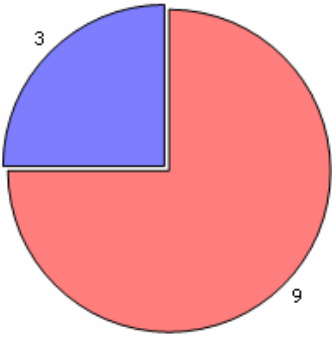
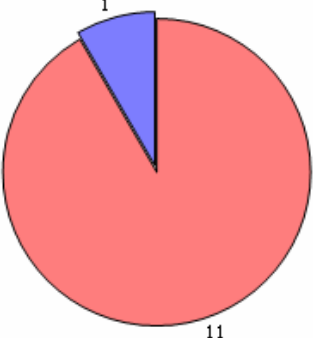
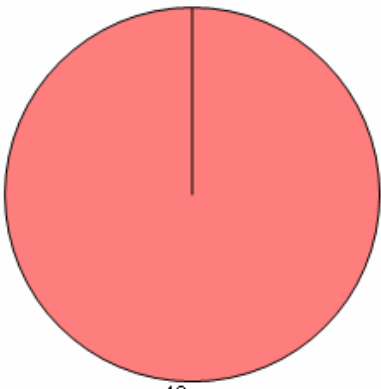
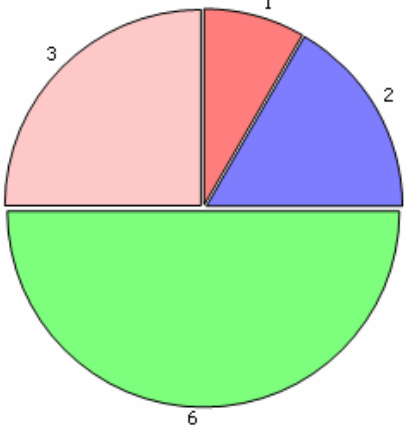
Opening Hours & Access to Services

Details of this can be found on our website at <http://www.pensilvahealthcentre.co.uk/opening-times.aspx>

Appendix 1 - Patient Reference Group

The patient group comprises 12 members

Patient Reference Group Distribution Report 27/03/2014

Gender	Attendance														
 <p>A pie chart showing the gender distribution of the 12 members. The chart is divided into two segments: a large red segment representing 9 females and a smaller blue segment representing 3 males.</p> <table border="1"><thead><tr><th>Gender</th><th>Count</th></tr></thead><tbody><tr><td>Female</td><td>9</td></tr><tr><td>Male</td><td>3</td></tr></tbody></table> <p>Female (9) Male (3)</p>	Gender	Count	Female	9	Male	3	 <p>A pie chart showing the attendance distribution of the 12 members. The chart is divided into two segments: a large red segment representing 11 members who attend often and a smaller blue segment representing 1 member who attends occasionally.</p> <table border="1"><thead><tr><th>Attendance</th><th>Count</th></tr></thead><tbody><tr><td>Often</td><td>11</td></tr><tr><td>Occasional</td><td>1</td></tr></tbody></table> <p>Often (11) Occasional (1)</p>	Attendance	Count	Often	11	Occasional	1		
Gender	Count														
Female	9														
Male	3														
Attendance	Count														
Often	11														
Occasional	1														
Ethnicity	Age														
 <p>A pie chart showing the ethnicity distribution of the 12 members. The chart is a single solid red circle, indicating that all 12 members are White British.</p> <table border="1"><thead><tr><th>Ethnicity</th><th>Count</th></tr></thead><tbody><tr><td>White British</td><td>12</td></tr></tbody></table> <p>White British (12)</p>	Ethnicity	Count	White British	12	 <p>A pie chart showing the age distribution of the 12 members. The chart is divided into four segments: a light red segment (1 member aged 45-54), a blue segment (2 members aged 55-64), a large green segment (6 members aged 65-74), and a light pink segment (3 members aged 75-84).</p> <table border="1"><thead><tr><th>Age Group</th><th>Count</th></tr></thead><tbody><tr><td>45 - 54</td><td>1</td></tr><tr><td>55 - 64</td><td>2</td></tr><tr><td>65 - 74</td><td>6</td></tr><tr><td>75 - 84</td><td>3</td></tr></tbody></table> <p>45 - 54 (1) 55 - 64 (2) 65 - 74 (6) 75 - 84 (3)</p>	Age Group	Count	45 - 54	1	55 - 64	2	65 - 74	6	75 - 84	3
Ethnicity	Count														
White British	12														
Age Group	Count														
45 - 54	1														
55 - 64	2														
65 - 74	6														
75 - 84	3														

Appendix 2 – The Survey Results

Pensilva Health Centre Pensilva Health Centre PPG Questionnaire 2013

Number of Responses: **235**

Pensilva Health Centre Patient Participation Group would like to listen to your views and suggestions. These are important to us and the practice as they give valuable feedback. We would like to know what you think should be our key priorities when it comes to looking at the services we provide for you and others.

Would you be kind enough to read the questions below and tick your answers and / or suggestions?

1) How often do you attend the surgery? Please tick one answer.

Once or more a week **1%**

Once a month **26%**

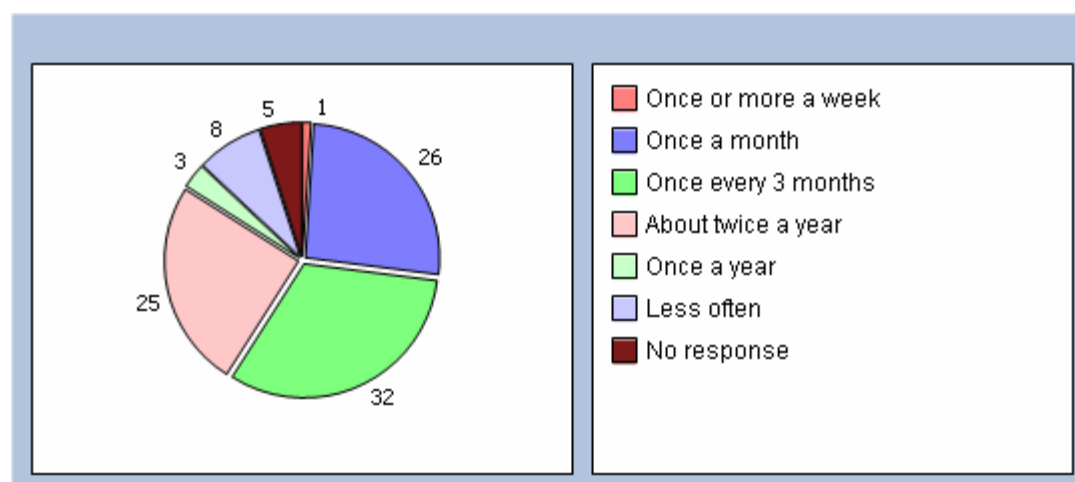
Once every 3 months **32%**

About twice a year **25%**

Once a year **3%**

Less often **8%**

No response **5%**



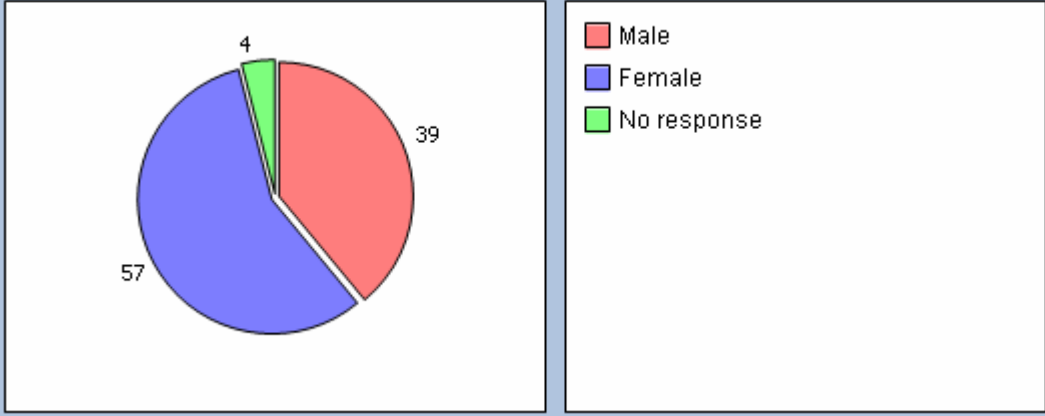
2) How far do you live from the surgery? (Please enter to the nearest mile)

3) Please indicate your gender?

Male **39%**

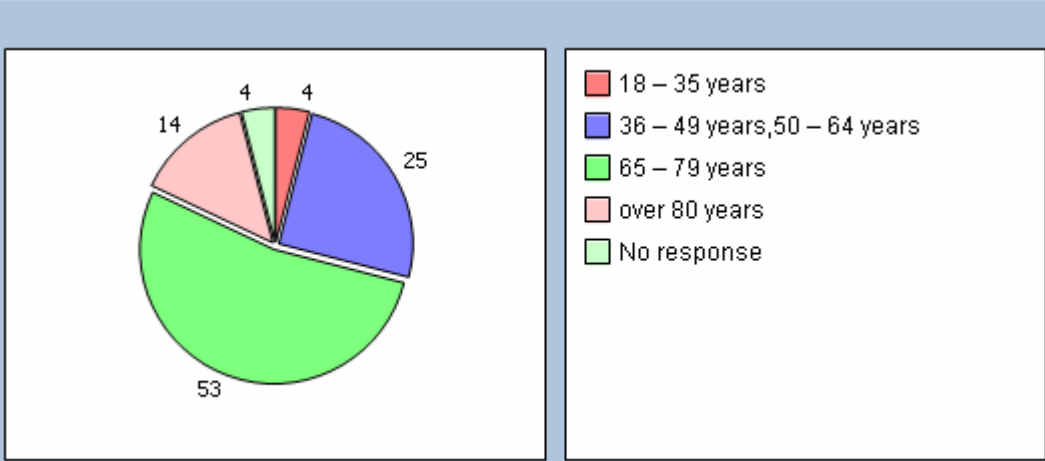
Female **57%**

No response **4%**



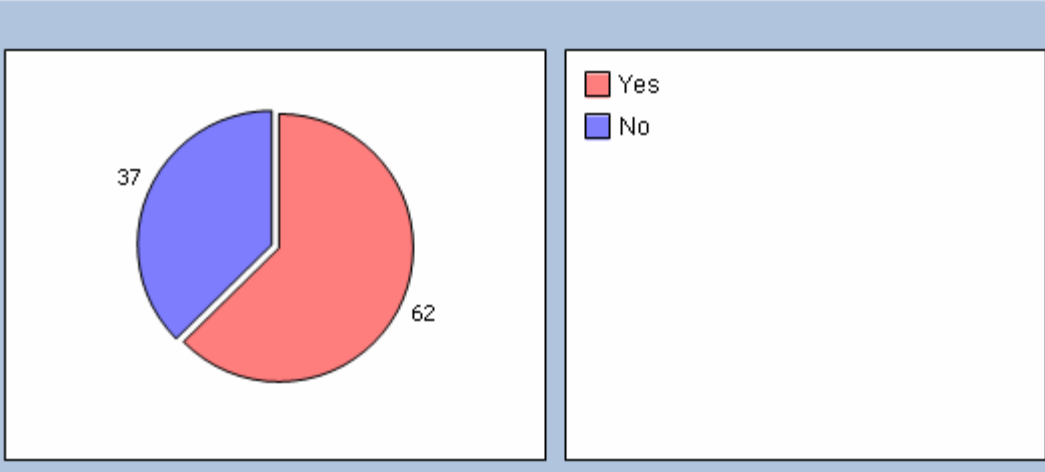
4) What age group are you?

Under 18 **0%**
 18 – 35 years **4%**
 36 – 49 years, 50 – 64 years **25%**
 65 – 79 years **53%**
 over 80 years **14%**
 No response **4%**



5) Do you have access to the internet on a regular basis?

Yes **62%**
 No **37%**
 Don't know **0%**



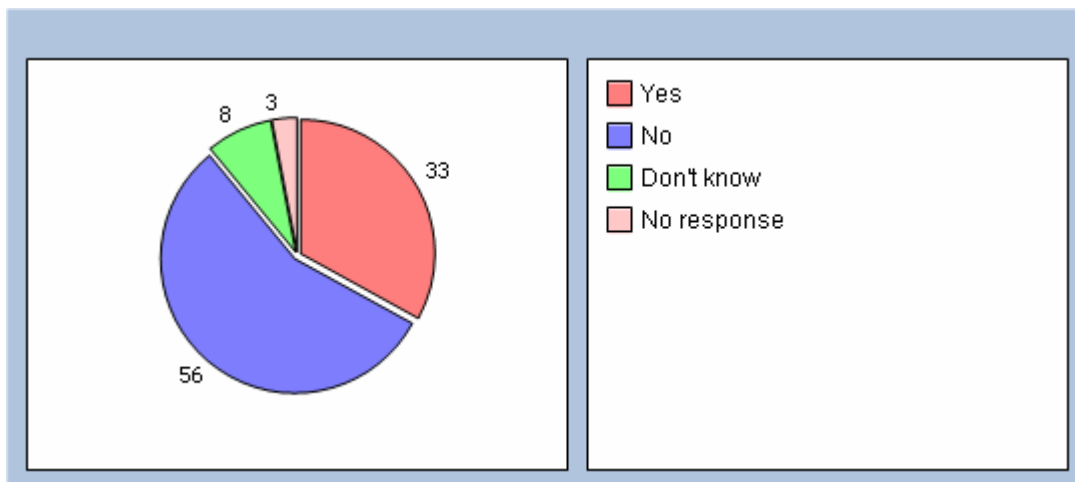
6) Would you like to be able to book/cancel appointments online?

Yes 33%

No 56%

Don't know 8%

No response 3%



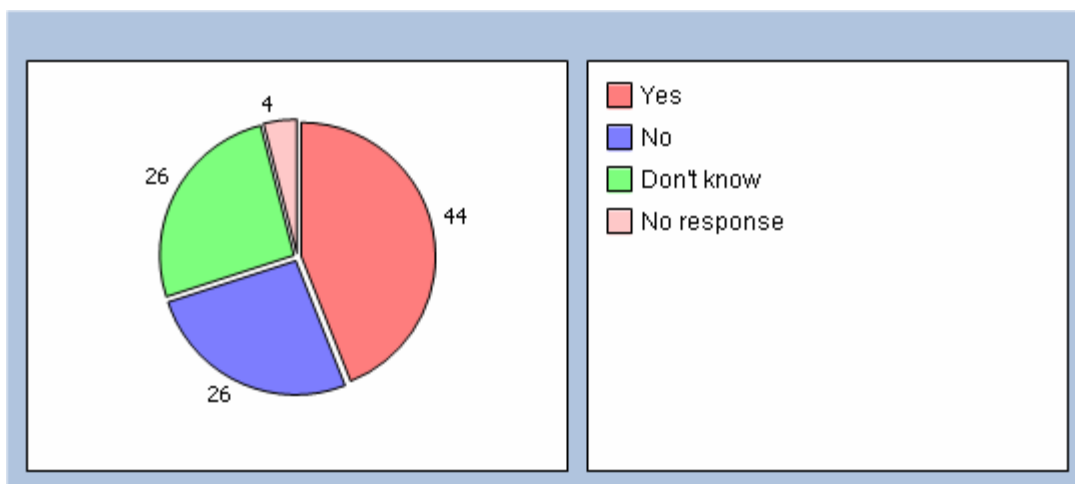
7) Would you like us to offer early morning and evening appointments on Tuesdays and Thursdays?

Yes 44%

No 26%

Don't know 26%

No response 4%



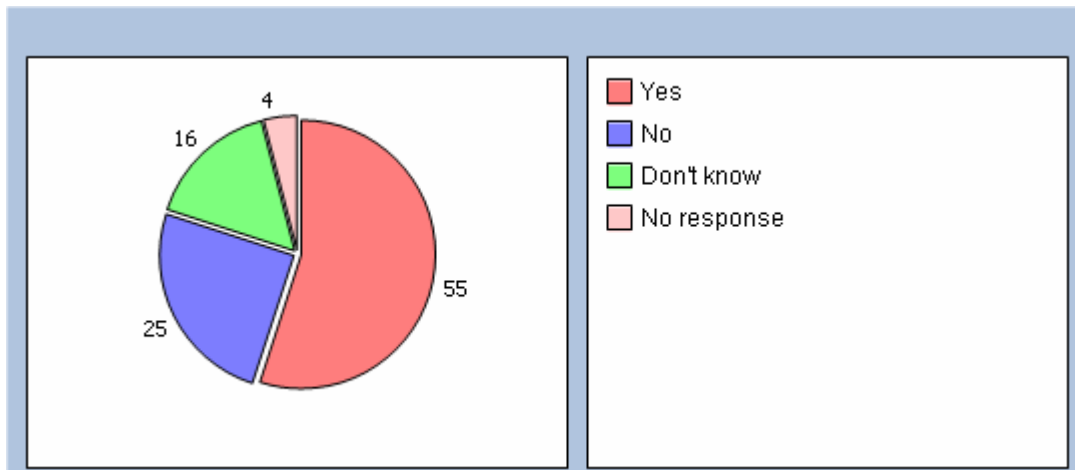
8) Would you like us to offer Saturday morning appointments every other week?

Yes 55%

No 25%

Don't know 16%

No response 4%



9) If we were to offer regular coffee mornings/afternoons, what time would you like to come?

9am - 11am **6%**

10am - 12pm **22%**

2pm - 4pm **12%**

3pm-5pm **3%**

Would not be interested **55%**

10) We are implementing several support groups; please provide suggestions for additional groups or services or any other comments.

Thank you for completing this questionnaire.