



Litchdon Medical Centre

Local Patient Participation Report

March 2013

This Report can be viewed and downloaded on Litchdon Medical Group's website www.litchdonmedicalgroup.co.uk

Copies of this publication are available to Patients, free of charge, from the Litchdon Medical Centre Helpdesk or you may telephone us on 01271 423443 and request a copy

PRACTICE PROFILE

Litchdon Medical Centre currently has a list size of 14,750 patients (as at 08.03.2013) with the following profile:

Gender Profile

Male: **7330** **49.7%**

Female: **7420** **50.3%**

Age Profile

	Male	Female
0-16	1378	1397
17-24	708	613
25-34	732	721
35-44	923	932
45-54	1117	1120
55-64	1036	1003
65+	1436	1634

Ethnicity Profile (computerised data held as at March 2013)

Ethnicity	Patient Count
(XaFwD) White British	1349
(XaJQv) British or mixed British - ethnic category 2001 census	3805
(XaJQx) Other White background - ethnic category 2001 census	55
(XaJQy) White and Black Caribbean - ethnic category 2001 census	2
(XaJQz) White and Black African - ethnic category 2001 census	2
(XaJR0) White and Asian - ethnic category 2001 census	2
(XaJR1) Other Mixed background - ethnic category 2001 census	27
(XaJR2) Indian or British Indian - ethnic category 2001 census	6
(XaJR3) Pakistani or British Pakistani - ethnic category 2001 census	4
(XaJR4) Bangladeshi or British Bangladeshi - ethn categ 2001 census	6
(XaJR5) Other Asian background - ethnic category 2001 census	24
(XaJR7) African - ethnic category 2001 census	2
(XaJR9) Chinese - ethnic category 2001 census	7
(XaJRA) Other - ethnic category 2001 census	10
(XaJRB) Ethnic category not stated - 2001 census	34

OUR PATIENT REFERENCE GROUP (PRG)

We still recruit “virtual” members via our website www.litchdonmedicalgroup.co.uk and organise “face-to-face” meetings so that PPG members, GPs and surgery personnel can meet and interact. We do have patients, who although they do not have computer access, attend the meetings.

In addition to our website, promotional posters and on-screen advertising within the Surgery are still being used to promote the group.

See Appendix A which details our Recruitment Poster which is still displayed on every consulting room door and notice board in the building and on the electronic patient call screen in the waiting room. Invitations are handed-out to patients who come to the Help Desk, included with repeat prescriptions and copies left in waiting areas. This ‘flooding’ of promotional literature aims to reach as wide a cross section of our patients as we possibly can so that the PPG can be as representative of our patient population as possible.

We are delighted that Litchdon Medical Centre’s core PPG of approximately 12 patients in March 2012, has, over the past year increased to a total today of 45.

Our recruitment is on-going as we feel that the PPG should, ideally, be representative of our whole patient population, but we do need to attract patients from ethnic groups as well as those in the younger age groups.

We do write to all patients who register their email address onto the clinical system and include information letters in chronic disease recalls.

Survey (Questionnaire)

When patients register on line for the PPG, we ask them to complete a short questionnaire:

What do you think are the most important issues on which we should consult our patients? Which of the following do you think should be our priority areas?

Clinical Care

Getting an appointment

Reception Issues

Opening Times

Parking

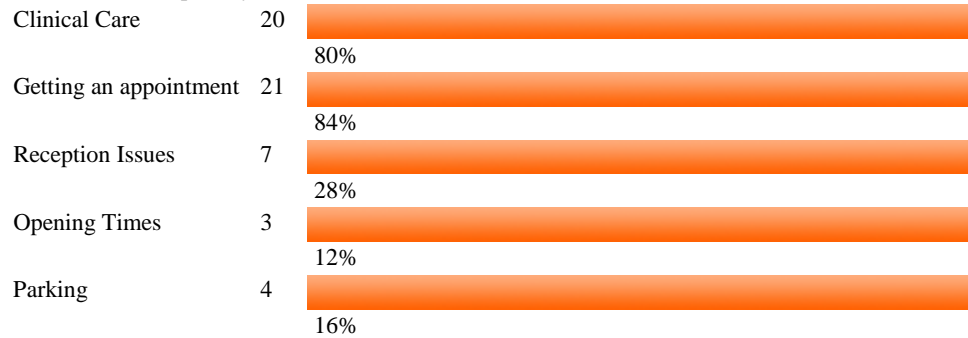
Questionnaire Analysis/Response

We received responses (see analysis below)

Analysis of Survey 3 2013

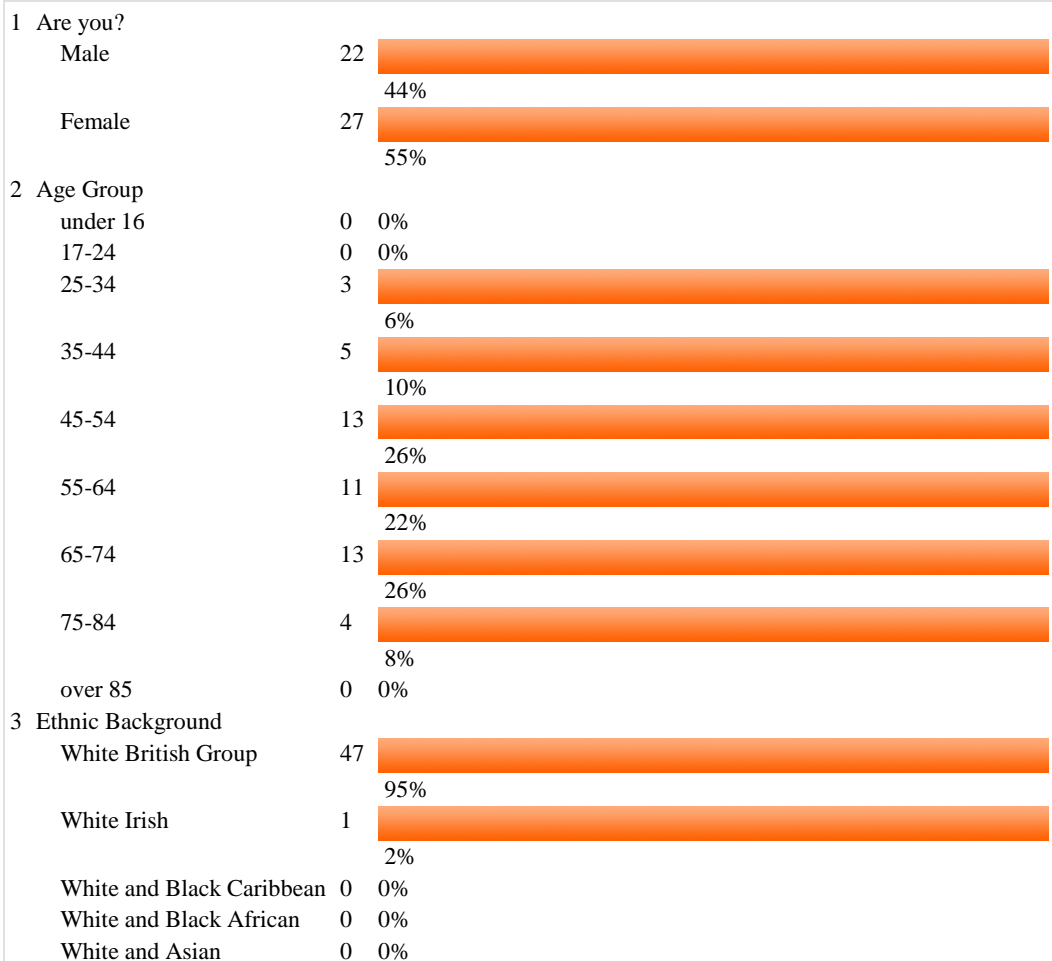
Total responses: 25

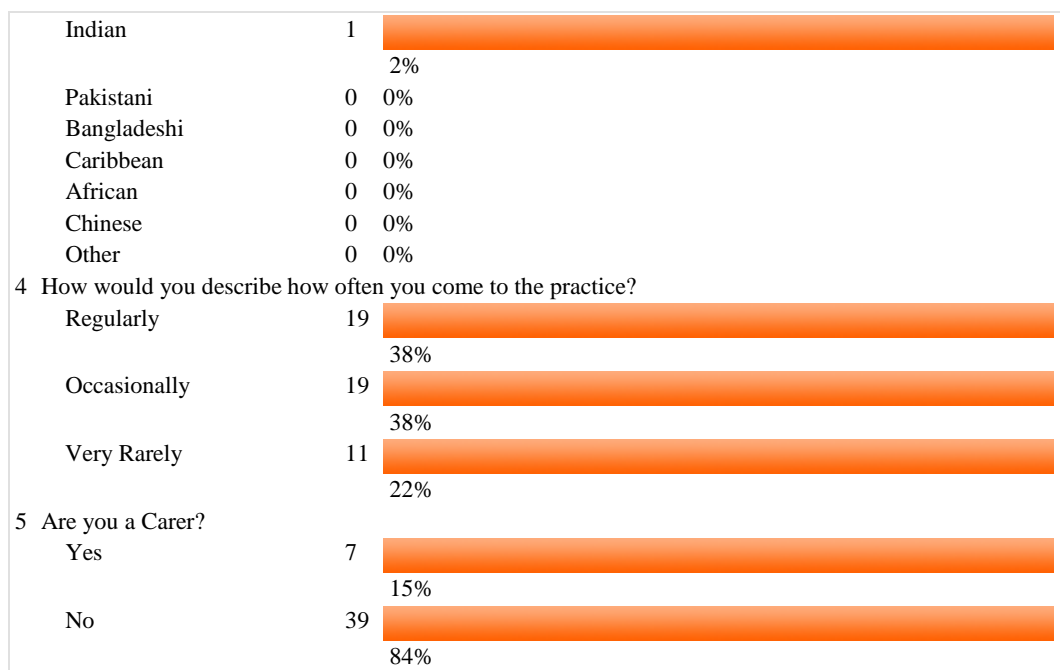
1 What do you think are the most important issues on which we should consult our patients? Which of the following do you think should be our priority areas?



Analysis of Patient Reference Group Profiling 2013

Total responses: 50





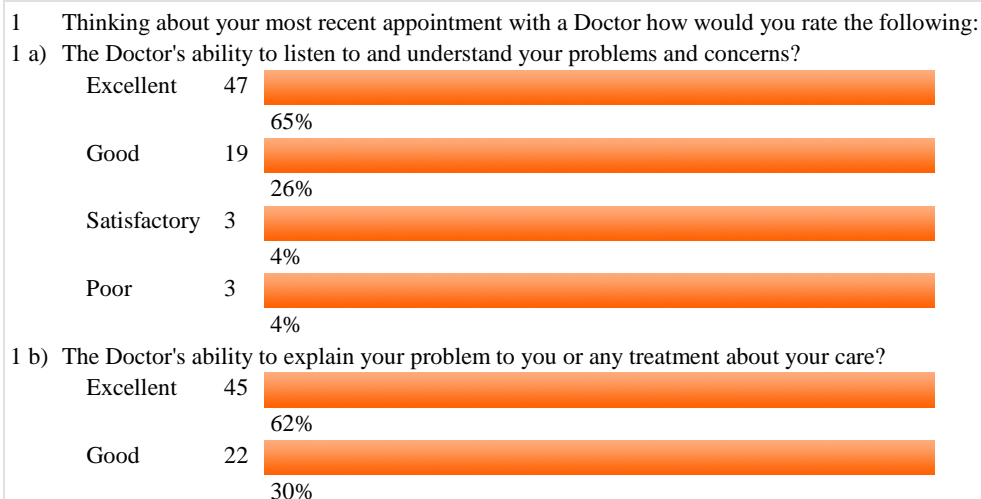
Our 2013 Practice Survey (undertaken January/March 2013)

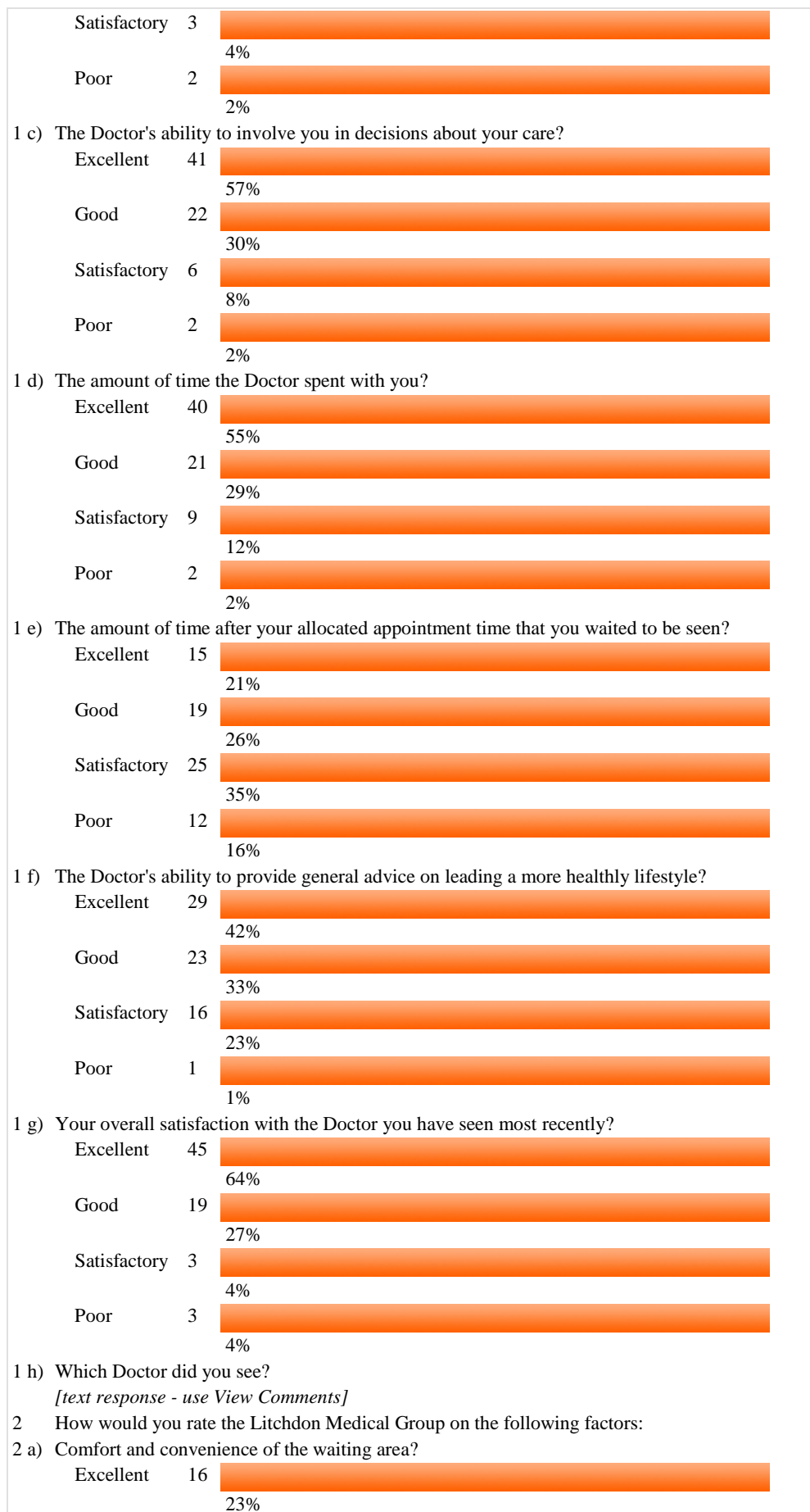
Following analysis of the responses to our PPG member's quick questionnaire (see above), assisted by Silicon Practice, our website hosts, we structured our Practice Survey questions taking the above responses into account

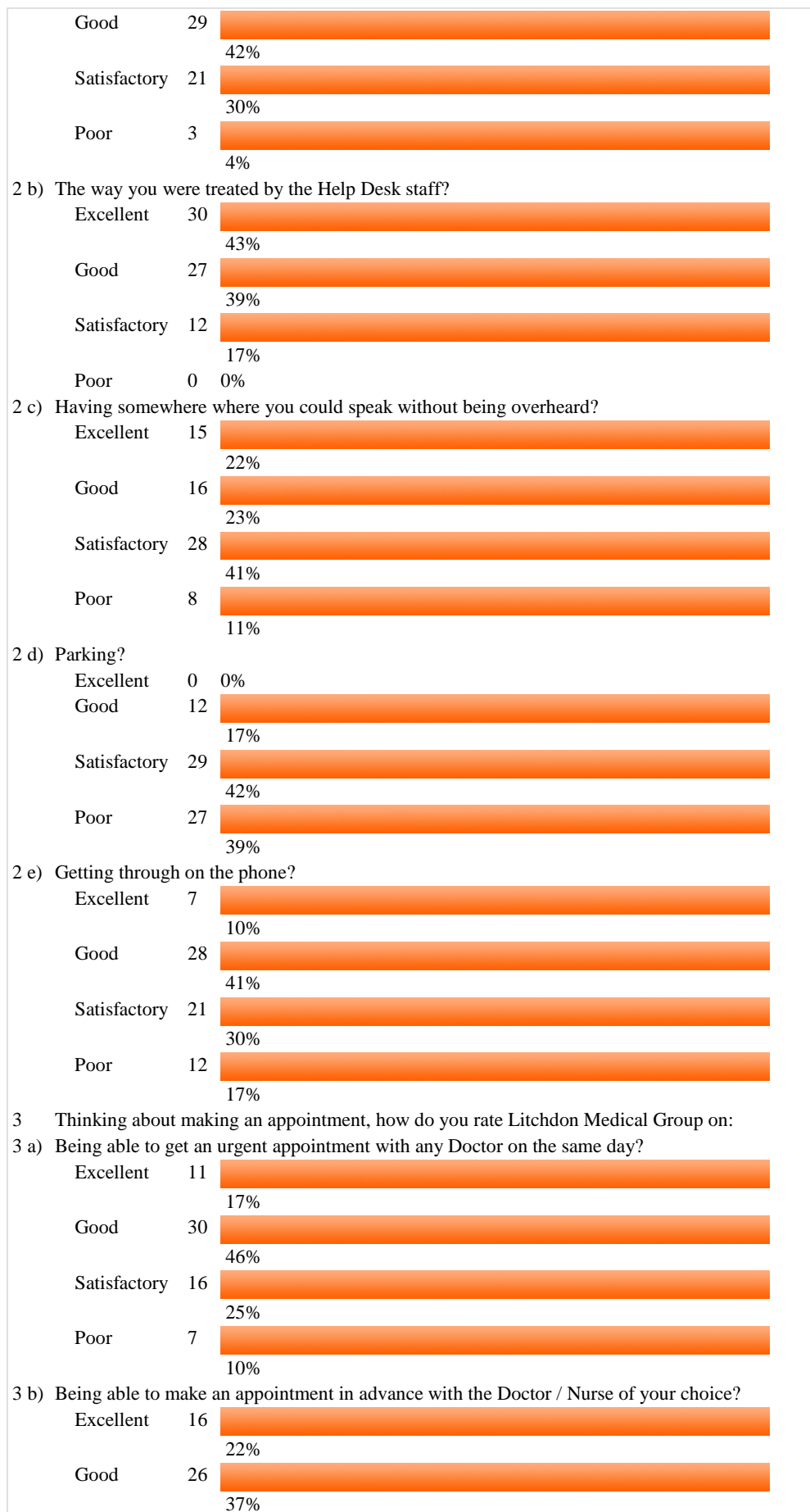
This survey was available on our website for completion by any Litchdon patient and paper copies were opportunistically handed out to patients attending the surgery. Paper copy responses were added manually to the website by Litchdon staff.

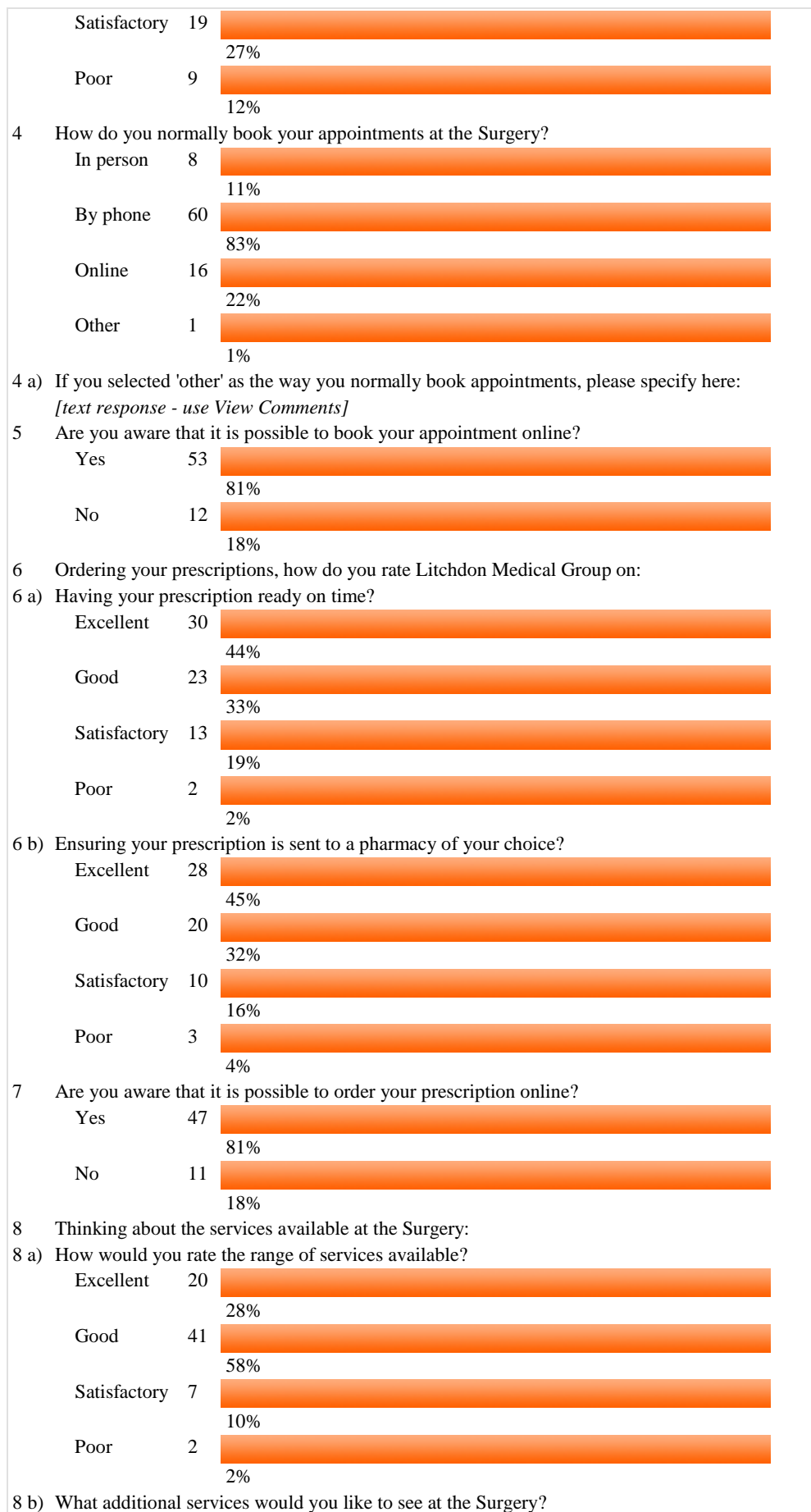
Analysis of Survey 2013

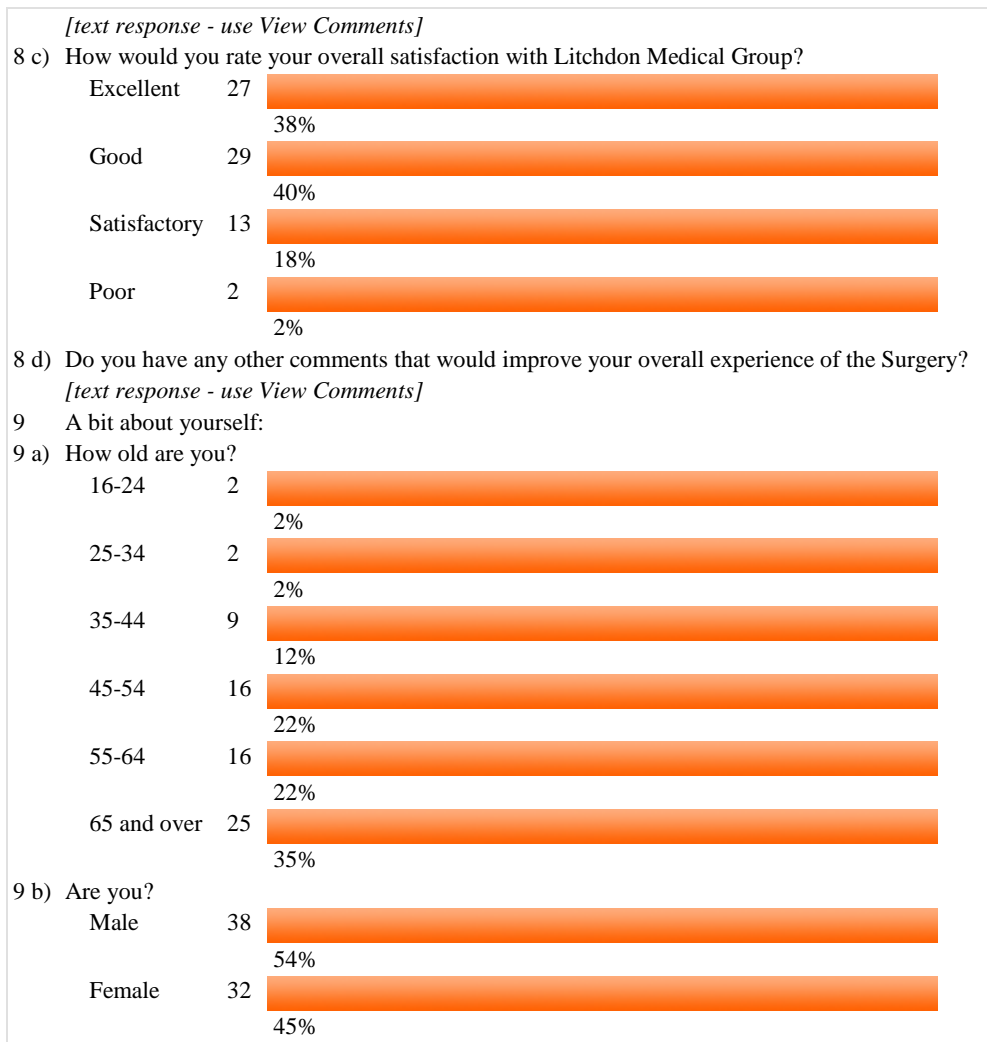
Total responses: 72











The Way Forward

We took the above analysis of these responses and the comments received from Patients for the 2013 Patient Survey, to the PPG meeting on 20.03.2013 and have also opened up a discussion forum online for comments.

The meeting held on 20.03.2013 was very successful; we now have a new Chairman for 2013/2014. The meeting was opened by 2 of our Partners, Dr Angus Jefferies and Dr Sally Hunt who explained the changeover from PCTs to CCGs & how general practice operates as a small business supplying services to the NHS.

The following was discussed:

The meeting agreed that their remit should be that they would like to be able to influence the care received from Litchdon Medical Group, this was supported by the partners present.

Staff Training – Litchdon has commenced a Customer Care Training package for the staff and one of the members, who is a Training Facilitator has offered his services, both with this and also other areas of training, even down to role playing.

Communication – many problems/challenges were discussed and we are going to involve the group in helping us communicate better with those that use our facilities. Improving our patient journey involves reviewing our website, patient leaflet and in house services, revisiting the surveys we use and making sure the right questions are being asked.

Appointments – more information about the appointments themselves, booking on line, improving the service. Also information on when the doctors work and even down to booking in process when patients arrive for their appointments, all to be reviewed with the help of the group.

Comments and complaints – improve facilities for patients to submit, and if trends are shown, to discuss generics with the group and use them as a sounding board.

Same Day Team – we need to improve the information given out to patients about this service and how it should be used.

There was so much positive feedback regarding the meeting that Litchdon now feels that their PPG is going to be of huge benefit to everyone, both patients and staff, and we will keep striving to increase our numbers and continue to involve the members in a way that benefits

Our next meeting will be held in June 2013

Litchdon Medical Centre Current Opening Times

Monday to Friday: 08.30am to 6.30 pm (Doors close 6.00 pm)

Late Night Opening: *Wednesday & Thursday until 8.30 pm (Patient door access closes at 8.00 pm)

*We currently offer pre-bookable evening appointments with a doctor or nurse on a Wednesday and Thursday evening.

Patients can make appointments by telephoning (01271 323443), calling in or on line via our website www.litchdonmedicalgroup.co.uk.

Full details of the services we offer including our Same Day Team Service can be found in our Practice Information Leaflet. Please contact us to request a copy or visit our Help Desk.

APPENDIX A

Would you like to have your say
about the services provided at
Litchdon Medical Centre?

We want you!

Please join our Patient Representation Group

We would like to be able to contact you occasionally because we are interested in hearing your views about the surgery, how we are performing and how we may be able to improve the services we offer you

We can only do this with your help.

All communications will be kept to a minimum and will only take up a few moments of your time.



If you would like to sign up to join the Patient Participation Group, go to our website:–

www.litchdonmedicalgroup.co.uk

Follow the prompts to register or login to the Patient Group

Thank you for your support in helping us to improve the service we provide to you.

Hilary Goldsmith, Practice Manager (Tel: 01271 323443)

Working together to improve your healthcare

All personal information received will be handled in the strictest confidence and in accordance with the Data Protection Act 1988