

# Template for information to be included in local patient participation report

**Practice Code:** C81013

**Practice Name:** Baslow Health Centre

## Stage one – validate that the patient group is representative

<b>Practice population profile</b>	4,415	
Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:		
Age: of the practice population: 0 – 44 yrs = 37% 45 – 64 yrs = 32% 65 yrs and above = 31%	Sex: of the practice population: Male = 48% Female = 52%	Ethnicity 3% of the population is none White British
<b>PRG profile</b>	7 members	
Show how the practice demonstrates that the PRG being is representative by providing information on the PRG profile		
Age of 13 members: 0 – 44 yrs = 1 45 – 64 yrs = 2 65 yrs and above = 4	Sex of 13 members: Male = 3 Female = 4	Ethnicity of 7 members White British = 7
Other		
<b>Differences between the practice population and members of the PRG</b>		
Please describe variations between the group and what efforts the practice has made to reach any groups not represented.		
The group and the Practice have actively tried to recruit younger members, even offering to form a sub group, just comprising of under 20's. Problems faced is that 63% of the population base is 45 years and over and a majority of the 14 – 25 year olds are boarders or at university. The group and the practice will continue to campaign for younger members to join the group and the group is looking into setting up web based membership.		

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

<b>Survey</b>		
<p>Please describe how the priorities were set:</p> <p>The group decided that they would like to gain patients perceptions of the Practice. They felt that people were often reluctant to complete a questionnaire so they voted to adopt an informal approach.</p>		
<p>Describe how the questions were drawn up:</p> <p>The group agreed that they would get a better response if they kept the survey informal and just asked patients what they “liked and disliked” about the Practice.</p>		
<p>How was the survey conducted?</p> <p>The group agreed that they would get a better response spoke to the local populace when they were out and about and at various local social amenities.</p>		
<p>What were the survey results?</p> <p><b>Likes:</b></p> <ul style="list-style-type: none"> <li>• Convenience of being able order and collect medications at the surgery</li> <li>• On-line facilities</li> <li>• Friendly staff</li> <li>• Same day appointments</li> <li>• Ability to speak to a GP on the telephone</li> <li>• Book sale at the entrance</li> <li>• New GP</li> </ul> <p><b>Dislike:</b></p> <ul style="list-style-type: none"> <li>• State of building</li> <li>• Not able to see a GP between 12:00 – 16:00</li> <li>• No weekend surgery</li> <li>• Lack of parking</li> <li>• GP’s leaving</li> <li>• Appointment system</li> <li>• Lack of news about the new surgery</li> <li>• Not enough time to discuss problems with GP</li> <li>• Not enough On-Line appointments</li> <li>• Change of name from Ashenfell to Baslow</li> </ul>		

<p><b>Action plan</b></p>
<p>How did you agree the action plan with the PRG?</p> <p>The results were discussed at the group meeting, identifying the main areas of concerns from the dislikes was the building and the appointment system. It was agreed that owing to the fact that the Practice was awaiting for the new building to be built, money should not be wasted in renovating the current building. It was agreed that the group would work with the Practice and look at the appointment system and keep patients informed over what is happening with the new building.</p>
<p>What did you disagree about? There was a slight disagreement between the Practice and the group, over keeping patients informed over the construction of the new building. It was explained that we are currently in a legal battle and that we can not make any comments on what is happening, other than it is with the solicitors.</p>
<p>Are there any contractual considerations to the agreed actions? None</p>
<p>Please include a copy of the agreed action plan.</p> <p>The group has seen a high turn over of its members and has seen a reduction in its membership from a strong attending 13 members to 7 members. Two members of the group are active in looking at the appointment system, however 1 has been absent due to health and the other with family issues. End of Feb, both members are now actively ready to meet with the Practice Manager and conduct an audit and feedback to the group to establish an action plan. They have agreed to delay this until April, to allow the Practice to concentrate on its final month of the year end.</p>
<p><b>Local patient participation report</b></p>
<p>Please describe how the report was advertised and circulated</p> <p>The report has been completed, owing to the delays.</p>
<p>Include a copy of the report</p>
<p><b>Opening times</b></p> <p>Monday 07:30 – 19:30 Tue – Fri 08:00 – 18:30</p>
<p>Confirm opening times and out of hours arrangements included within the report</p>