

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

Practice population profile	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
PRG profile	13 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 = 2 45 – 64 yrs = 4 65 yrs and above = 7	Sex of 13 members: Male = 3 Female = 10	Ethnicity of 13 members White British = 12 White European = 1
Other		
Differences between the practice population and members of the PRG		
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. The group and the practice will continue to campaign for younger members to join the group.		

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

Survey		
<p>Please describe how the priorities were set:</p> <p>During the group meeting, the practice informed the group that extended hours on Saturday was not being fully used by patients and therefore questioned if this was the correct day for extended hours.</p> <p>The group and the Practice agreed that extended hours should be offered. It was agreed that a survey would be conducted and the Practice conducts a appointment demand audit.</p>		
<p>Describe how the questions were drawn up:</p> <p>The group designed a tick box questionnaire, informing patients of the Saturday opening and options for indicating preference of the days that that they would like extended hours.</p>		
<p>How was the survey conducted?</p> <p>Surveys were distributed with prescriptions, collected from the waiting room. The survey ran for 5 weeks.</p> <p>The Practice Manager conducted an audit on the demand for appointments.</p>		
<p>What were the survey results?</p> <p>The survey indicated that Monday was the preferred day for extended hours.</p> <p>Practice audit indicated that the demand was greater for Monday appointments.</p>		

Action plan
How did you agree the action plan with the PRG? The results were discussed at the group meeting, with the group voting for the Practice to adopt extended hours on Monday and cease with Saturday. Discussions took place on opening times, which were agreed upon.
What did you disagree about? There was no disagreement.
Are there any contractual considerations to the agreed actions? Employee's terms and conditions. Employees had to be consulted and contracts of employment altered.
Please include a copy of the agreed action plan. Group minutes: 23 rd May 11 25 th July 11 26 th Sep 11 30 th January 12
Local patient participation report
Please describe how the report was advertised and circulated Via group minutes, that was displayed within the waiting room and on the Practice website. Patient newsletter.
Include a copy of the report
Opening times Monday 07:30 – 19:30 Tue – Fri 08:00 – 18:30
Confirm opening times and out of hours arrangements included within the report