**Dr. Law & Dr. Mountcastle**

**Practice**

**Churchside Medical Centre**

**Wood Street**

**MANSFIELD**

**Notts**

**NG18 1QB**

**PATIENT PARTICIPATION REPORT**

**2013/14**

Practice Code:

Y02977

Practice Name:

DRS LAW AND MOUNTCASTLE

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| **An introduction to our practice and our Patient Reference Group (PRG)** |
| **Drs Law and Mountcastle formed in April 2010, we are a very popular two partner practice with 3 Practice Nurses. Drs Law and Mountcastle were successful in Achieving Quality Accreditation level 2 in 2013. Drs Law and Mountcastle are committed to delivering a high quality of care to all our patients. The Practice List size at the time of the Survey was 4988.**  **Our PRG consists of 13 members 6 Females 7 males ages ranging from 18 to 71 and on average meets 4 times a year at the surgery to discuss various topics relating to the Practice including the annual patient survey** |

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| **Establishing the Patient Representative Group**  This shows how the practice has tried to ensure that the PRG is representative of the wider practice population. Information is provided here on the practice and PRG profile. | | | |
|  | **Practice population profile** | **PRG profile** | **Difference** |
| **Age** | | | |
| % under 18 - 29% | 1466 | 0 | 1466 |
| % 18 – 34 - 25% | 1246 | 1 | 1245 |
| % 35 – 54 - 28% | 1393 | 6 | 1387 |
| % 55 – 74 - 14% | 700 | 6 | 694 |
| % 75 and over -5% | 228 | 0 | 228 |
| **Gender** | | | |
| % Male -48% | 2344 | 7 | 2337 |
| % Female -54% | 2689 | 6 | 2683 |
| **Ethnicity** | | | |
| % White British -59% | 2951 | 13 | 2938 |
| % Mixed white/black Caribbean/African/Asian -4% | 203 | 0 | 203 |
| % Black African/Caribbean -Less than 1% | 9 | 0 | 9 |
| % Asian – Indian/Pakistani/Bangladeshi - Just over 1% | 60 | 0 | 60 |
| % Chinese - Less than 1% | 2 | 0 | 2 |
| % Other - Less than 1% | 32 | 0 | 32 |
| These are the reasons for any differences between the above PRG and Practice profiles: | | | |
| The age group and ethnicity of the PRG is not completely reflective of the Practice, we aim to try to enrol more under 34 year olds, but we are lucky enough to have one 18 year old within our PRG. We also aim to enrol more members from ethnic groups and this is an on-going campaign. We also try to recruit PRG members through advertisement within Practice on notice boards in Practice leaflets and the Practice Brochure. Also we advertise on our website, and recently on all new patient questionnaires, also on our face book page. | | | |
| In addition to the above demographic factors this is how the practice has also taken account of other social factors such as working patterns of patients, levels of unemployment in the area, the number of carers: | | | |
| Our PRG members are either working or retired and a few of them are carers. It helped our members having evening meetings because of the ones who worked, some of the retired members helped by coming into Practice in the day to talk to patients about the PRG. | | | |
| This is what we have tried to do to reach groups that are under-represented: | | | |
| The Practice has tried to target specific registered in the under-represented groups through various means with handouts, posters, on our website and also in our new registration packs. Also our PRG members have been in to talk to patients in the waiting area about the PRG what it stands for and the need to recruit new members. | | | |

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| **Setting the priorities for the annual patient survey**  This is how the PRG and practice agreed the key priorities for the annual patient survey |
| We discussed the proposed survey with the Group on the 15/7/13. It was agreed by all that the Improving Practice questionnaire from CFEP would be used. CFEP is a well-established questionnaire which is used in the UK |

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| **Designing and undertaking the patient survey**  This describes how the questions for the patient survey were chosen, how the survey was conducted with our patients and includes a summary of the results of the survey (full results can be viewed as a separate document) |
| How the practice and the Patient Reference Group worked together to select the survey questions:  The CFEP questionnaire was viewed by all the group and it was agreed by all that the Improving Practice questionnaire was an excellent choice for this Practice and would help with any future improvements or changes. |
| How our patient survey was undertaken:  Prior to the Survey (15/7/13 for 2 weeks) we displayed a poster in surgery informing practices that a survey would be undertaken. We also advertised this on our website beforehand. Patients were asked when they attended their appointments if they would like to take part. The survey took place for 2 weeks including morning and afternoon surgeries for both partners and all 3 nurses. Questionnaires were handed out before and after their appointments, when completed they were placed in envelopes in the appropriate box marked Patient Survey which was located on Reception. A total of 122 completed questionnaires were sent to CFEP for analysis, and reports of the findings were forwarded to the Practice. |
| Summary of our patient survey results:  Although we scored a total of 91% and had really good positive results. The area which we could improve on is access. With lack of space here (sharing a building with another GP practice since 2010 split) we are unable to offer more appointments not having more rooms for extra GP’s/Nurse’s. It has been increasingly hard with our list size growing from 3200 to now 5025 in 3 years. A new build was to be approved March 2013 but that has been cancelled due to lack of funding within the CCG/LAT. |
| **Analysis of the patient survey and discussion of survey results with the PRG**  This describe how the patient survey results were analysed and discussed with PRG, how the practice and PRG agreed the improvement areas identified from the patient survey results and how the action plan was developed: |
| How the practice analysed the patient survey results and how these results were discussed with the PRG:  The Practice had a meeting in September to analyse the results and we were all really pleased with the results. We accepted that access and lack of space here is a major issue. We had a meeting with the PRG 7/10/13 to discuss this and the results. |
| The key improvement areas which we agreed with the PRG for inclusion in our action plan were:  Access/Building. |
| We agreed/disagreed about:  We all agreed Access/Building was the main issue. |

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| **ACTION PLAN** | | | | |
| How the practice worked with the PRG to agree the action plan:  Lengthy discussions with Chair and PRG. | | | | |
| We identified that there were the following contractual considerations to the agreed actions:  Yes discussions with LAT/CCG on going | | | | |
| Copy of agreed action plan is as follows: | | | | |
| **Priority improvement area**  Eg: Appointments, car park, waiting room, opening hours | **Proposed action** | **Responsible person** | **Timescale** | **Date completed (for future use)** |
| Access/Building | A Merger with Orchard Medical Practice | Both GP partners and PM | 6mths | April 2014 |
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| **Review of previous year’s actions and achievement**  We have summarised below the actions that were agreed following the patient survey 2012/13 and whether these were successfully completed or are still on-going and (if appropriate) how any have fed into the current year’s survey and action plan: |
| **“You said ……….. We did ………… The outcome was ………”**  Review of last year’s action plan **You said** that you needed a more private area to speak to a Receptionist away from other patients overhearing. **We did** - we placed a poster on reception/website stating that if you need to speak to a receptionist in confidence to ask and you can be taken away from reception. **The Outcome was** now patients can feel at ease when they wish to speak to a receptionist in confidence and not be overheard by all. |
| Where there were any disagreements between the practice and the PRG on changes implemented or not implemented from last year’s action plan these are detailed below:  No |

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| **Publication of this report and our opening hours** |
| This is how this report and our practice opening hours have been advertised and circulated:  All PRG members had a copy via email. We have put a copy on our website. We have a poster up in reception stating if any patient would like a copy to see the website or paper copies available on reception. Our opening times are in our Practice Brochure and on our website. |

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| **Opening times**  These are the practice’s current opening times (including details of our extended hours arrangements) |
| Monday 8.00am – 6.30pm  Tuesday 7.30am – 6.30pm  Wednesday 8.00am – 6.30pm  Thursday 7.30am – 6.30pm  Friday 8.00am – 6.30pm  Early Bird Doctor appointments are available Tuesday and Thursday (extended hours) these are very popular with our working patients. |