

OAK TREE LANE SURGERY

PATIENT PARTICIPATION REPORT

2013/14

Practice Code:

C84675

Practice Name:

OAK TREE LANE SURGERY

An introduction to our practice and our Patient Reference Group (PRG)

Oak Tree Lane Patient Participation Group meet bi monthly at the practice and discuss various topics such as any issues raised by patients found in the comments box, seasonal health issues, issues in the community that could effect health and could benefit from some practice input, health promotion. We also produce a quarterly newsletter and annual patient survey.

In the summer we encourage patients to join us on a weekly walk along the heath in order to to improve health and combat isolation and loneliness for some patients.

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.

2929	Practice population profile	PRG profile	Difference
Age			
% under 18	23	0	23
% 18 – 34	26	0	26
% 35 – 54	28	20	8
% 55 – 74	19	80	61
% 75 and over	5	0	5
Gender			
% Male	51	40	11
% Female	49	60	11

Ethnicity			
% White British	91	100	8
% Mixed white/black Caribbean/African/Asian	3.5	0	3.5
% Black African/Caribbean	0.8	0	0.8
% Asian – Indian/Pakistani/Bangladeshi	1	0	1
% Chinese	0.3	0	0.3
% Other	3.3	0	3.3
These are the reasons for any differences between the above PRG and Practice profiles:			
The Patient Participation Group is open to all nationalities sex and ages and would benefit from input from a wide range of members. There is not a great deal of difference in sex and ethnicity considering the small numbers in our group.			
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:			
<p>Working Patterns: Late night appointments and early morning blood tests. EPS so that patients do not have to make so many visits to the practice to pick up prescriptions.</p> <p>Carers: presently 58 registered at the practice. Carers are encouraged to register, especially young carers, in order to get the support they need.</p> <p>High unemployment and deprivation can lead to dependencies and aggression. The practice is a pilot for domestic abuse and runs regular MDT's to get the help needed.</p>			
This is what we have tried to do to reach groups that are under-represented:			
<p>Advertised in the newsletter for the older generation</p> <p>Advertised on the website for the younger generation</p> <p>Advertise on the Patient Call Screen for all patients</p>			

Setting the priorities for the annual patient survey
This is how the PRG and practice agreed the key priorities for the annual patient survey
After consultation around our previous Patient Survey and action plan and discussions around other surveys we have seen and Best Practice.

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: Regular meetings and discussions
How our patient survey was undertaken: Manually on paper by PPG members
<div data-bbox="753 619 820 682" data-label="Image"></div> <div data-bbox="678 682 894 737" data-label="Text"> <p>Oak Tree Lane Surgery Patient Survey</p> </div> <p>Summary of our patient survey results:</p>

Analysis of the patient survey and discussion of survey results with the PRG
This describes 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: Full analysis by discussion in PPG meeting 3.12.2013 Responded to all queries and comments and created an Action Plan
The key improvement areas which we agreed with the PRG for inclusion in our action plan were: Recruitment Clearer information on opening times and services Privacy Poster
We agreed on all issues and actions

ACTION PLAN				
How the practice worked with the PRG to agree the action plan:				
Through discussion and implementation				
We identified that there were the following contractual considerations to the agreed actions:				
N/A				
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)
Privacy	Poster in reception informing patients that they can ask to be taken to a private room to discuss their needs with the receptionist	PM	immediate	3.12.2013
Recruitment	More advertising in surgery; Seasonal cards	PM	Ongoing	
Clearer Information	Opening times and information about services to be put on Patient Call system	PM	immediate	3.12.2013

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:
<p align="center">“You said We did The outcome was”</p> <p>Overhaul of notice boards has been successful however we aim to improve on our display techniques to make the current Health Promotion campaigns bolder.</p> <p>Newsletters have been successful</p> <p>Not a great deal has been put in the Suggestion Box</p>
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

Publication of this report and our opening hours

This is how this report and our practice opening hours have been advertised and circulated:

Front door
Website
Practice Newsletter
Patient Leaflet
Practice telephone answer machine message
Patient Call

Opening times

These are the practice's current opening times (including details of our extended hours arrangements)

MONDAY – FRIDAY 8.30AM UNTIL 6.30PM

HALF DAY CLOSURE WEDNESDAY 1.00PM

EXTENDED HOURS :	MON PM	18:30-19:30 GP AND NURSE
	WED AND FRI AM	07:30-08:30 PHLEBOTOMY

4 appointments per session are available to book up to 3 months in advance; the remaining appointments are released on the day.

Patients can be seen by appointment made in advance either by telephoning or by calling in at the reception, from 8:30am.

If you need advice more urgently for an emergency such as chest pain, collapse or it is a child under 5 please telephone the surgery at 8:00am.