

# **THORNTREE SURGERY**

## **Local Patient Participation Report**

Thorntree Surgery is situated on Thorntree Estate in East Middlesbrough with a Patient List of 2244 (Jan 2012). We serve the East of Middlesbrough however the vast majority of patients live on the estate itself which is one of the most deprived wards in the country.

In October 2011, the practice invited patients to apply to join the group. Posters were displayed in the waiting room, leaflets were handed out to patients and the 'Home Page' of our web-site was used. Despite all of this we found difficulty in attracting patients to join in. 3 patients had registered an interest via the web-site and so it was decided to create a 'Virtual Group'.

The group consists of 1 man and 2 women with ages:  
30-40 (1) 60-70 (2)  
All are white British.

The Patient List mentioned above is made up in age ranges as follows:  
0-40 – 1584 (71%) 41-60 – 500 (22%) over 60 – 160 (7%)

The age representation is not therefore ideal, however the number of Ethnic Minority patients is negligible which is typical in the area. The ethnic make up of the group is therefore appropriate.

Our aims and objectives for the group included the identification of priority issues which the patients wanted to be addressed. This was communicated by Email. Topics were suggested and members agreed that to start the ball rolling, an initial survey to check satisfaction with opening hours and the appropriateness of the extended hours we offer could be undertaken.

A survey was produced and made available for patients to complete when they visited the practice and an on-line survey was also created. Staff were briefed to invite patients to share their views by offering them a questionnaire to complete. 49 responses were received during the month of February.

The results of the survey were analysed and presented to the group during the first week of March.

## Action Plan

Problem	Action	Objective
95% of respondents were 'satisfied' or 'fairly satisfied' with the opening hours	None – nobody answered 'dissatisfied'	Improve awareness of opening times.
30% of respondents did not know we offer Saturday morning appointments, although 91% confirmed they could attend at that time	Keep hours the same but raise awareness with a waiting room poster and staff advising patients when an appointment is requested.	Ensure day & times of extended hours are suitable for the majority of Patients.
Group size too small and ages not representative	Doctors to approach likely candidates when attending for consultation and invite them to join the group.	Increase group membership.

The results are now published on the web-site and in the surgery.

The group are now being asked to consider areas for survey during the coming year and our advertising for new members across all groups is continuing.