

PARK SURGERY

Local Patient Participation Report

Park Surgery is situated on Linthorpe Road in Middlesbrough with a Patient List of 9413 (Jan 2012). We serve the whole of Middlesbrough which ranges from very affluent to very deprived areas.

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, the 'Home Page' of our web-site was used as were the waiting room screens. Despite all of this we could not attract patients to join in. 7 patients had registered an interest via the web-site and so it was decided to create a 'Virtual Group'.

Our Web-site incorporates a 'Patient Group' facility into which all were registered. This ensures that all members receive exactly the same information at exactly the same time.

The group consists of 4 men and 3 women with ages:

17-24 (1) 45-54 (1) 55-64 (1) 75-84 (4)

All are white British even though our advertising will have reached all groups.

The Patient list mentioned above is made up of 8240 under 65's (88%) and 1173 over 65's (12%) with 11.6% from other ethnic backgrounds, mainly Asian, Arabic and Chinese. Clearly the group is not representative of the Practice population.

Our advertising for members is aimed at the whole list, for the coming year Doctors will be approaching patients directly to achieve a better balance within the group.

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, including Telephone Answering, Opening Times and Extended Opening Arrangements. Members agreed that to start the ball rolling, an initial survey to check the appropriateness of the extended hours we offer could be undertaken. This topic was suggested to the group as it involved a fairly short survey, the results of which could be easily understood and the group could then see how the system will work in the future.

All agreed to this suggestion.

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. The response from patients was, like the group take up, disappointing with 52 responses 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
48% of respondents did not know we offer evening appointments.	Already listed in Practice leaflet and on the web-site - Make the entries more noticeable. Add slides to our waiting room screens to advertise. Telephonists to advise patients of these appointments when taking bookings.	Improve awareness of extended hour appointments.
17% of respondents would find other days / times more appropriate	None in this case. 83% reported that they could attend at these times.	Ensure days & times are suitable for the majority of Patients.
Group is not representative of the Patient Population.	Doctors to speak to minority group patients when attending for consultation, inviting their participation. Continue all other forms of advertising.	To increase membership of the group and to achieve a more equal balance of representation.

The results of the survey 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.