

**DRS MACLEOD CURRY WARD AND VOSE**  
**ASHBOURNE MEDICAL PRACTICE**

**PATIENT PARTICIPATION REPORT MARCH 2013**

This report summarises the formation and development of Ashbourne Medical Practice's Patient Reference Group.

It contains :-

1. Profile of our practice population and PRG
2. Process used to recruit to our PRG
3. Priorities for the survey and how they were agreed
4. Method and results of the patient survey
5. Resulting action plan and how it was agreed
6. Confirmation of our opening times.

**1. Profile of our practice population and PRG.**

This profile reflects our practice population as of March 2013.

TOTAL PRACTICE POPULATION = 7784			
Age Bands		Sex	
UNDER 6 MONTHS	0.34%	FEMALE	50.25%
6 MTHS-2 YRS	1.09%	MALE	49.75%
2 YRS-16 YRS	14.03%		
16 YRS-65 YRS	62.33%		
OVER 65 YRS	22.21%		
Other			
DISPENSING	47.3%		
NON-DISPENSING	52.7%		

PRG profile			
Age Bands		Sex	
UNDER 65 YRS	47.1%	FEMALE	64.7%
OVER 65 YRS	52.9%	MALE	35.3%
Other			
DISPENSING	23.5%		
NON-DISPENSING	76.5%		

## Ethnic Origin

We have 85 patients (1.09%) for whom English is not the first language, all these being Polish by origin. We as yet do not have representation from this group on our PRG.

### **2. Process used to recruit to our PRG**

Our group has been in existence since 2003. The members were initially handpicked to represent the different age groups, cultural backgrounds and level of usage of our services. We asked fellow health professionals to join so that they could share experiences from their own organisations. Since we relocated in 2010 we have made a concerted effort to increase membership of the group via newsletters, patient information board, website and word of mouth. This has increased the numbers but unfortunately not across the whole demographic range. We have recruited just one further member to the group during the year 2012/13. We previously had teenage representation, but she has now gone onto university and specific advertising at the local school has failed to recruit a replacement. This year we have also written directly to a number of our Polish patients, (in Polish!), outlining the function of our group, giving some idea of how it works, and asking if they would be interested in joining. Unfortunately, we have received no response to our invitations.

Due to some of our group members passing the 65 milestone, the demographic split of the group has shifted between the under and over 65 categories. However, the number of over 65's in our practice population as a whole has increased from 21.33% in 2012 to 22.21% in 2013.

We do feel that the members of the group with their different backgrounds and experiences are able to represent the patient body as a whole, but will continue in our efforts to recruit further young people and someone from the Polish community.

### **3. Priorities for the survey and how they were agreed**

A meeting was arranged for 2<sup>nd</sup> October 2012. The group have been very involved with our progress towards registration with the Care Quality Commission, and are very appreciative of the need for patient feedback to support this registration. To this end, we therefore agreed that we should use the standard IPQ (Improving Practice Questionnaire) questionnaire for this year's patient survey. It was clear from the discussion at our quarterly meetings that there were not felt to be any other priorities which needed to be addressed by the survey over and above gauging up to date feedback in the traditional areas covered by this survey.

### **4. Method and results of patient survey**

It was hoped to bring the group in to assist with handing out the surveys, but, due to time pressures, this was not in the end possible, and the surveys were distributed by our reception staff.

The results of the survey are attached.

## **5. Resulting action plan and how it was agreed**

The group met on 14.3.13 to review the results of the survey. The results had previously been emailed to them in order for them to formulate their thoughts prior to the meeting, and for those unable to attend the meeting to be able to contribute to the discussion.

Each section of the results was looked at individually, with particular attention being paid to those areas in which we were significantly higher than the national average for practices of a similar size, or in which we were lower than average.

A copy of our Action Plan is available on our website – [www.ashbournemedicalpractice.co.uk](http://www.ashbournemedicalpractice.co.uk) or in hard copy from our Reception team

## **6. Confirmation of our opening times**

Our opening times remain as follows :-

8.00am to 6.30pm Monday to Friday.

Extended hours Tuesday evening, 6.30pm to 8.30pm.

The out of hours service run by 111/Derbyshire Health United offer our patients cover at all other times, and can be accessed by ringing the main surgery number – 01335 230085 – from which your call will automatically be forwarded.

There is also a walk in clinic at St Oswalds Hospital on Clifton Road, on Saturday, Sunday and Bank Holiday mornings between 9.00am and 1.00pm.