

LOCAL PATIENT PARTICIPATION REPORT

HIGHBRIDGE MEDICAL CENTRE

1. A description of the profile of the members of the PRG

* For example the age, sex and ethnicity profile of the Provider's population and the PRG.

(Component 1)

The practice age range is as follows;

	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Male	737	782	748	720	1032	927	1030	678	262	34	1
Female	689	763	696	722	966	968	1066	701	350	91	0

Total 13964

The practice holds ethnicity records for 10,847 patients. The ethnic breakdown is as follows:

	Percentage
White British	98.4
Bangladeshi	0.2
Chinese	0.1
Other	0.4
Refused to state	0.9

The demographics of the members of Highbridge Medical Centre's PPG are:

	10-19	20-29	30-39	40-49	50-59	60-69	70-79
Male			1			1	1
Female						3	1

All are White, British

2. Steps taken by the Provider to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the Provider took in an attempt to engage that category

- * The variations between Provider population and PRG members
- * How has the Provider tried to reach those groups not represented?

(Component 1)

Our first attempt to launch the PPG group was in July 2011 and at that time various efforts were made to get the widest possible representation of patients in the group. We had a number of expressions of interest from patients who wished to join the group and all were invited. This included young parents and working families. For various reasons representation dwindled. The PPG was re-launched in December 2011 and is fortunate to have a very enthusiastic group who are working with the Practice to recruit more PPG members from under-represented groups of patients

3. Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local patient survey

- * How were the priorities identified and agreed?

(Component 2)

The PPG is still in a formative stage but, along with the Practice, had already identified that access, continuity of care and quality of service as areas that needed to be reviewed as a matter of priority.

These were identified from the national patient survey, the Practice's records of comments and concerns from patients, as well as the experience of members of the PPG.

4. The manner in which the Provider sought to obtain the views of its registered patients

- * What methodology was used to agree the questions, the frequency, the sample size, distribution methods to ensure the views of all patient are represented and undertake the survey?

(Component 3)

The Practice developed its own survey to address issues that it considered to be of importance based on previous patient feedback.

Patients were asked to complete the survey after seeing a health care professional or if they visited reception for any enquiries.

The survey was conducted throughout a week at the end of January.

5. Details of the steps taken by the Provider to provide an opportunity for the PRG to discuss the contents of the action plan in Section 7 (of this template)

- * How was the PRG involved in agreeing the action plan?
- * Were there any areas of disagreement, and if so how were these resolved?

(Component 4)

Results were provided to the PPG and discussed at the subsequent PPG meeting on 13 February 2012.

There were no areas of disagreement, however there were some suggestions which the Practice can work on in the future.

6. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local patient survey

(Component 4)

See attached survey results

7. Details of the action plan setting out how the finding or proposals arising out of the local patient survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented. Include details of the action which the Provider,

- **and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local patient survey**
- **where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report**

(Component 5)

Findings / Proposals or PRG Priority Areas <i>'You said...'</i>	Action to be taken (if no action is to be taken provide appropriate reason) <i>'We did...'</i>	Lead	Timescale	Progress <i>'The outcome was...'</i>
Too many options to choose from when telephoning for an appointment	Reduced the number of options to two	PM	Complete	Less confusion
Better telephone access	We are working with our telecoms provider to reduce the number of faults	PM	By June 2012	
Wanted to see preferred/registered GP	We changed our appointment system to enable better access to preferred GP and improved continuity of care	PM		

8. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours.

- * Please provide details of the Practice opening hours and how patients are able to make appointments/access services or provide a link to the relevant page(s) of the Practice website where this information can be found

The medical centre opening hours are as follows:

Monday to Friday 8.30 am to 1.00 pm and 2.00 pm to 6.30 pm.

The medical centre also offers late evening appointments until 7.30 pm on two evenings a week and on alternate Saturday's for people who work away.

Further details can be found at www.highbridgemc.co.uk

9. Where the Provider has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

- * If providing, please confirm details of the extended opening hours provided by the Practice or provide a link to the relevant page(s) of the Practice website where this information can be found

The medical centre offers late evening appointments until 7.30 pm on two evenings a week and on alternate Saturday's for people who work away.

Date Report Published: 31 March 2012

Web Address of Published Report: www.highbridgemc.co.uk.