

Lincoln House Surgery

33 Lincoln Road, Southport, Merseyside, PR8 4PR
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PATIENT PARTICIPATION REPORT

This report summaries the development and outcome of Lincoln House Surgery's Patient Reference Group (PRG) in 2013/14.

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 patient survey
5. Action plan and how it was agreed
6. Progress made with the action plan
7. Confirmation of our opening times

1. Profile of our practice population and PRG- Total Population, Age/Sex Breakdown, and Ethnic Origin Breakdown

TOTAL POPULATION: 2145

Men: 1082

Women: 1063

	Age	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Gender												
Female		122	103	116	139	130	137	128	105	64	19	0
Male		116	115	113	119	153	160	153	95	45	13	0

ETHNIC ORIGIN:

Code Term	
Bangladeshi	2
Bangladeshi or British Bangladeshi - ethn categ 2001 census	2
Black - other, mixed	1
Black African and White	4
Black British	1
Black British - ethnic category 2001 census	1
British Asian - ethnic category 2001 census	1
British or mixed British - ethnic category 2001 census	326
Chinese	9
Chinese - ethnic category 2001 census	4
Ethnic category - 2001 census	41
Ethnic group not given - patient refused	4
Ethnic group not recorded	1
Ethnic groups (census)	3
Indian	4
Indian or British Indian - ethnic category 2001 census	9
Other - ethnic category 2001 census	1
Other Asian ethnic group	1
Other ethnic group	2
Other ethnic, Asian/White orig	3
Other ethnic, mixed origin	2
Other White background - ethnic category 2001 census	3
Other white ethnic group	2
Pakistani	2
White	235
White and Asian - ethnic category 2001 census	2
White and Black African - ethnic category 2001 census	1
White British	1658
White British - ethnic category 2001 census	451
White Irish	5
White Irish - ethnic category 2001 census	2

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- This profile reflects our **PRG population** at 21st March 2014.

Age/ Sex Breakdown of Group:

	Gender	Female	Male
Age			
41		0	1
46		1	0
48		1	0
53		1	0
55		1	0
72		0	1
74		1	1
79		0	1
80		0	1

Ethnicity Breakdown of Group:

	Patient Details' Gender	Female	Male
Code Term			
White		0	1
White British		3	3
White British - ethnic category 2001 census		2	1

2. Process used to recruit to our PRG

The group has been established since 2012 and continues to recruit its PRG Members as members leave the group the Practice Managers strives to replace these members

The different ways below have been and continue to be used to recruit patients to our PRG::

- Contacted some patients that were identified as key people by our doctors or nurses;
- Put up posters in the practice;
- Offered leaflets to all new patients registering at the practice
- Put information on our practice website – www.lincolnhousesurgerysouthport.nhs.uk ;
- Some patients encouraged to join through conversation with doctors;
- Information sheets/application forms given to all new patients with registration pack.

Many patients have not readily been interested in joining this PRG and much hard work has gone into encouraging interest. We do appreciate that our PRG is not completely representative of our patient population but feel that our priority must be to encourage as many patients as possible to join.

Following a further major recruitment campaign, and having analysed the profile of our PRG, we identified where our group did not match our practice profile and are currently attempting to recruit more specifically to these areas by targeting patients in the following groups:

- Carers;
- Those with a learning disability;
- Marginalised/vulnerable;
- Nursing/care home/other hospital residents;
- Non-English speaking as first language as follows:
- We updated our recruitment information to be more specific about what groups of patients we were encouraging to join and re-advertised on our website and in the practice;

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We have added to our New Patient Checklist forms, to include a section on joining our Patient Group

- Our doctor identified specific patients who we then contacted;

3. Priorities for the survey

At our meetings, we discussed what areas of priority the group thought might arise from a survey, and what survey format would be a good baseline to start with.

From this it was agreed that the Improving the Practice Questionnaire survey would be a good place to start, because it asks about a broad overview of patients' experience of the practice, getting an appointment, and experience of staff and doctors. We liked the fact that the "other comments" section at the end of the survey would then give patients a chance to highlight any other areas they felt were important for us to get feedback on.

4. Method and results of patient survey

As patients joined our group, it became apparent that it would not be possible to create a simply 'virtual' group as many did not have access to or understand how to use the internet.

For this reason, we carried out our survey as follows:

- Paper forms: We gave out forms to patients who came to surgery for an appointment. The reason we decided to take this approach, was because the survey specifically asks about "overall satisfaction with your practice".

The results of the survey are as detailed on the website

5. Action plan and how it was agreed

The results of the survey were handed back to the Practice Manager, and subsequently, group members were invited to comment on or discuss the findings. We used this as an opportunity to identify areas of concern. They found the survey excellent and reflected the thoughts of the patients. We then asked members of the group for their feedback on these results, including suggestions for how they thought we could improve where necessary.

A copy of our on-going action plan which demonstrates what has been achieved/ concerns to date is attached



Action Plan
2014.xlsx

6. Progress made with the action plan

Our up to date action plan was circulated to our PRG, published on our practice Website, published on a notice board in the practice and sent to stakeholder groups Feb 2014.

See Action Plan for details of what has been achieved to date.

7. Confirmation of our opening times

As a result of the survey we have not changed our opening times. They are:

- 8.00 am to 6.30 pm Monday, Tuesday, Thursday and Friday
- 8.00 – 12 noon Wednesday

Janice Lloyd
Practice Manager