

Patient Reference Group Official report 2013/14

Component 1 – This is the data about our Patient Reference Group

On 1st April 2013 we had 9575 patients aged 16 and over

- **Members of our Patient Reference Group:**
Some patients did not respond to us asking for information on the criteria below, so we have just included those who replied.

AGE	No. of members	No. of patients in this age group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
16 – 24 years old		13%	0%		
25 – 34 years old	1	19%	4%		1
35 – 44 years old	1	20%	4%		1
45 – 54 years old	3	19%	13%		3
55 – 64 years old	13	13%	54%	4	9
65 and over	6	16%	25%	5	1
TOTAL	24			9	15

GENDER	No. of members	No. of patients on your list aged 16 and over	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
Females	15	51%	63%	1	14
Males	9	48%	47%	8	1
TOTAL	24				

We would like to welcome more members of the practice population to give us feedback, in particular, younger patients.

We have tried the following to recruit new members

Mailshot to patients, Posters in waiting/consulting room, Leaflets distributed in Practice

Discussed with patient in the surgery, Email to patients, Via the Practice Website

ETHNICITY	No. of members	No. of patients in this group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
White		55%	93%		
British	21			9	13
Any other White background	1				1

Mixed		1%	0%		
White & Black Caribbean					
White & Black African					
White & Asian					
Any other Mixed background					

Asian or Asian British		4%	7%		
Indian					
Pakistani	1				1
Bangladeshi					
Any other Asian background					

Black or Black British		2%	0%		
Caribbean					
African					
Any other Black background					

Chinese or other Ethnic Group		38%	0%		
Chinese					
Any other					

OTHER GROUPS	No. of members	No. of patients in this group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
Care & Residential Homes	0			0	0
Carers	3		13%	1	2
Learning Disabilities	0			0	0
Long Term Conditions	15		63%	7	8

How did we agree areas of priority with the Patient Reference Group?

The PRG drew up the questions for the survey and more details of the results are on the survey results sheet. The questions were drawn up at the meeting on 27 June 2013

Here is a link to the minutes of that meeting



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How we collated patient views through the use of a Survey

We conducted our main winter survey on paper in the surgery, facilitated by the PRG.

October 2013

Patients filled the survey in at the time

500 surveys were given out and 315 completed

63% completion rate

Here is a link to the survey



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We also conducted our first email survey.

September 2013

Patients had a choice as to when to complete it

Over 600 pts were asked but only 30 agreed to us sending the survey, and 10 were completed

33% completion rate

Here is a link to the survey



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Please see the RESULTS sheets for what patients reported.

How we gave the Patient Reference Group an opportunity to discuss survey findings and reach agreement on changes to services, and draw up an Action plan

The group discussed the results at the meeting on and drew up the action plan – see SEPARATE REPORT as well as reviewing the Action Plan for the past year.

Here is a link to the minutes of 20 January 2014



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Publicise actions taken and subsequent achievement

The Local Patient Participation report is uploaded onto the practice website www.beechwood-surgery.co.uk and an electronic copy supplied to NHS England. We will also email all our PRG members with the results and put the report on the PRG noticeboard in the practice.

REFERENCE INFORMATION

Beechwood Surgery is open Monday – Friday from 08.00-18.30.

Patients may access our services in person, by telephone, fax, or via our website. They can also book and cancel appointments online at any time. We handle a few queries by email too.

We are currently contracted to be open 09.00-12.00 on Saturdays.

We offer the same access to reception services on these days as we do during the week.

We have two GPs working seeing patients 9-12, with reception staff.

We are not able to process referral letters or prescriptions on these days as we operate without secretarial cover and with minimal reception cover.