

## Stone Cross, Pevensey Bay and Westham Surgery

### Patient Representative Report

<b>Practice population profile</b>		
Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:		
<b>Age – total practice population 11,389</b> <ul style="list-style-type: none"> <li>➤ &gt; 5 : <b>600</b></li> <li>➤ 5-15: <b>1256</b></li> <li>➤ 15-25: <b>1103</b></li> <li>➤ 25-35: <b>1020</b></li> <li>➤ 35-45: <b>1470</b></li> <li>➤ 45-55: <b>1547</b></li> <li>➤ 55-65: <b>1539</b></li> <li>➤ 65-75: <b>1534</b></li> <li>➤ 75-85: <b>955</b></li> <li>➤ &gt;85: <b>371</b></li> </ul>	<b>Sex:</b>  Male: <b>5578</b> Female: <b>5817</b>	<b>Ethnicity</b>  95% of patients with ethnicity recorded are British  Asian is the next largest group @ 36 patients = >0.5% or = 1%
<b>Other</b> (eg working patterns of patients, no. of carers etc)		
<b>PRG profile</b>		
Show how the practice demonstrates that the PRG being is representative by providing information on the PRG profile		
<b>Age</b> <ul style="list-style-type: none"> <li>• 15-25: 1</li> <li>• 45-55: 1</li> <li>• 55-65: 4</li> <li>• 65-75: 4</li> <li>• 75-85: 1</li> </ul>	<b>Sex</b>  Male: 2 Female: 9	<b>Ethnicity:</b>  Entire group are white British
<b>Other:</b> We have a mix of people representing the patients, full time, part time, careers, disabled and retired		

**Describe variations between the group and what efforts the practice has made to reach any groups not represented:**

We were pleased to have attracted a mix of male and female representatives and a range of ages. As we have three sites we were also pleased that we have patients representing the surgery from locations all around our surgery area.

We were disappointed that we did not have a gentleman in the group under the age of 50, a parent of young children and a patient from a minority group.

Michelle Kenward (Deputy Practice Manager) also asked staff and doctors for any name nominations of any patients who they thought might be interested in joining us, three patients agreed and three declined due to work/home commitments.

We also tried to reach the groups not represented by advertising on our surgery website and in our newsletter. Michelle Kenward also put an advert into the local schools newsletter (Stone Cross Primary School) for a parent of young children to join us. Copy of advert below:

**Can you spare an hour every six weeks?**

At Stone Cross Surgery we have been working very hard over the summer to get our Patient Participation Group off the ground. We are keen to involve our patients and this group can influence the way local health care is organised and delivered.

We are currently represented by 11 patients but we still have a vacancy for a parent of a young child/children.

We meet every six weeks for an hour at 12.00 on varying days. If you are interested in joining then please contact Michelle Kenward at Stone Cross Surgery by e-mail [michelle.kenward@nhs.net](mailto:michelle.kenward@nhs.net) or telephone 01323 741245.

We look forward to hearing from you

**How did the practice ensure that every effort was made to get a representative number of patients on the group?**

As above and we are still currently still trying to reach the unrepresented groups by continuing to advertise.

## Stage two – validate the survey and action plan through the local patient participation report

<b>Survey</b>
<b>Describe how the priorities were set:</b>  At our first patient participation group meeting we brought copies of previous patient survey questions and examples of other practice surveys. We discussed them in our first meeting 10.10.2011 and then finalised the questionnaire at the meeting on the 01.12.2011.
<b>How were the views of registered patients sought?</b>  Posters, newsletter, suggestion box and our website.
<b>How were the questions drawn up?</b>  Our Patient Participation group decided upon the questions, detailed minutes are available on the website.
<b>How was the survey conducted?</b>  We printed out 350 questions and gave 150 to Pevensey Bay, 50 to Westham and 150 to Stone Cross Reception. The receptionists then asked patients who were seeing a GP from the 1 <sup>st</sup> December to 31 <sup>st</sup> December to complete the questionnaires.
<b>What were the survey results?</b>  Survey results are available on the website and are currently being displayed at Stone Cross and Pevensey Bay Surgery on the notice boards.
<b>Action plan - please include a copy of the agreed action plan</b>
<b>How did you did you agree the action plan with the PRG?</b>  After we had collated the results from the questionnaire, we discussed patient's comments and results, from these we drew up an action plan and agreed a time frame for completion. Please see minutes 09.01.2012 and 01.03.2012 for detailed information.
<b>What are the main findings/ proposals that can be implemented?</b>  See copy of extract from minutes below (Minutes taken from 01.03.2012) <ul style="list-style-type: none"><li>• Phone lines: MK said that since the questionnaire, we had not had any complaints from patients not being able to get through. This change incorporates more staff on the phone during our busiest times 8.30-9am and 2.00-2.30pm and the two extra phone lines put in.</li><li>• Ceiling speakers: MK informed group that an engineer would be out in the next few weeks to disconnect the speaker connect to the second waiting room so that patients have a choice of a "quiet waiting room".</li><li>• "Quiet Waiting Room" sign has now been added above the second waiting room. "Meeting in progress" sign also has been completed and added to second waiting room</li></ul>

sign. Previously we had used a piece of A4 paper which we agreed did not look as nice as a professional sign.

- MK has added a note onto the Jayex board to inform patients that there can be a wait in the urgent clinic. MK also informed group that she is also going to get a message added to the TV screen as well for information for patients.
- MK informed group that the poster for all three sites is nearly finalised. The reason it has taken longer than hoped is due to MK asking every member of staff for their ideas and for services and MK has only recently just heard back from everyone.

Group agreed that a time scale of 31<sup>st</sup> March 2012 to get all the outcomes of the patient questionnaire completed was a realistic time frame.

**What are the actions that the practice intends to take / has taken in respect of the findings?**

We have added two extra phone lines and we have created a poster detailing services available at the practice which will be displayed at all three sites.

**What are the findings/ recommendations that will not be implemented? Please include reasons?**

There were not any findings or recommendations which we will not be implementing

**Are there any contractual considerations to the agreed actions?**

There are not any contractual considerations needed for the agreed actions

**Local patient participation report**

**Please describe how the report was advertised and circulated**

Report displayed on Practice website.

**Opening times**

**Confirm opening times of the practice premises and method of obtaining access during core hours (Mon to Fri 8am to 6.30pm). This should include arrangements under extended hours where applicable.**

Stone Cross's Opening Times are: Monday – Friday 8.30am – 6.00pm. We also offer Extended Hours, where we are open alternate Tuesday and Thursday mornings, clinics start at 7 am. Stone Cross also has a Saturday clinic running from 9am (for pre booked appointments only).

Pevensey Bay Surgery is open Monday to Friday 8.30am until 6pm (Please note however that Pevensey Bay surgery is closed for lunch between 1-2pm).

Westham Surgery is open Monday, Wednesday and Friday mornings 8.30am – 12.00pm