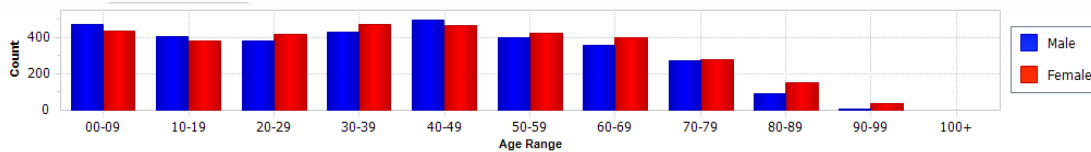


Great Harwood Medical Group

Local Patient Participation Report – 2014

Practice Population Profile

Please demonstrate how the PRG is representative by providing information on the practice profile which could include age, sex, ethnicity, levels of unemployment, numbers of carers and working patterns of patients



Ethnic Origin ▼	
Unknown	3202
African – ethnic category 2001 census	3
Any other group – ethnic category 2001 census	1
Black – other, mixed	1
British Asian – ethnic category 2001 census	35
British or mixed British – ethnic category 2001 census	1512
Caribbean – ethnic category 2001 census	1
Chinese	2
Chinese – ethnic category 2001 census	7
Commonwealth (Russian) Indep States – ethn categ 2001 census	1
Ethnic category – 2001 census	6
Ethnic category not stated – 2001 census	1
Greek – ethnic category 2001 census	1
Indian	3
Indian or British Indian – ethnic category 2001 census	5
Irish – ethnic category 2001 census	1
Irish Traveller – ethnic category 2001 census	1
Italian – ethnic category 2001 census	7
Japanese – ethnic category 2001 census	1
Muslim – ethnic category 2001 census	1

Number of Carers = 86

PRG Profile

Please demonstrate how the PRG is representative of the practice profile by providing information on the PRG profile.

	Age▶	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Gender▼												
Female		0	0	1	5	2	4	3	4	1	1	0
Male		0	0	1	1	3	4	2	6	0	0	0

Ethnic Origin▼	
Unknown	17
British or mixed British – ethnic category 2001 census	14
Pakistani or British Pakistani – ethnic category 2001 census	1
White British – ethnic category 2001 census	6

Number of Carers = 4

Differences between the practice population and members of the PRG

Please describe what efforts the practice has made to reach any groups not represented

Although the practice has 6772 registered patients only 3570 have an ethnicity code in place as we have only been adding ethnicity codes for the last few years.

The practice sent an email to all patients who we had an email for and asked them to take part in the survey and join the group. We also displayed posters around the surgery, asked patients when they booked in for appointments and publicised the survey on the right hand side of prescriptions. The overall response was poor, however most surveys were completed electronically.

The Group is also publicised on the website.

Priorities

Please confirm the range of areas which were included in the survey

Appointments
Missed Appointments
Online Access
Automated Arrivals
Telephone Access
Communication
Premises
Flu Uptake
Out-Patient Services

Was there engagement with patients outside of the PRG when developing the range of areas and if so, how was this undertaken

Yes – emails sent to patients and notices in waiting room publicising dates of meetings and asking for areas for survey.

Were the priorities agreed by the PRG and if so, please provide evidence i.e. minutes or email (please embed evidence into this form)

Yes

PPG minutes Jan
14.doc

Patient Views

Please describe the method of survey undertaken, how it was cascaded and how many were cascaded (Please note the survey should be cascaded wider than the PRG)

The Practice Manager put together the survey in house.

The survey was cascaded by email to the PRG members and all other patients for whom we have email details. Surveys were posted out to patients who are unable to attend the surgery or did not have access to a computer, and they were also given out to patients in the surgery.

The survey was also available via the website.

106 were circulated by email.

7 were posted.

Please embed a copy of the survey

Patient Survey
2014.doc

Please embed a copy of the analysis undertaken by the practice

Patient Survey
Results - 2014.pdf

Survey Outcome

Please describe how the outcome of the survey was discussed with the PRG (please embed copy minutes or email)

PPG minutes Mar
14.doc

Were there any significant changes required that had been identified from the survey, if yes, please provide further detail and confirm agreement has been sought from NHS England (i.e. opening hours or contractual changes)

No.

Action Plan

Please embed a copy of the action plan agreed with the PRG highlighting any changes including timescales

Action Plan 2014.pdf

Actions taken from last year's action plan

You Said We Did
2013.docx

Opening Times

Monday – Friday 8.00am – 6.30pm – telephone and reception access.