**Local P**atient Participation Report 2011/2012

Upminster Bridge Surgery

This report summaries the results and outcomes of our Patient Representation Group (PRG) Survey for 2011/2012.

**1. Practice Population Profile**

**This profile is reprehensive of the practice population as of January 2012.**

**Total Practice Population: 3044**

**Female 1548 = 51%**

**Male 1496= 49%**

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| --- | --- | --- | --- |
| **Age** | **Practice****Population** | **PRG Population Profile** | **Difference** |
| **0-16** | **490 16.1%** | **0 0%** | **-16.1%** |
| **17-24** | **265 8.7%** | **15 10.8%** | **+2.1%** |
| **25-34** | **357 11.7%**  | **20 14.4%** | **+2.7%** |
| **35-44** | **405 13.3%** | **38 27.3%** | **+14%** |
| **45-54** | **441 14.5%** | **31 22.3%** | **+7.8%** |
| **55-64** | **393 12.9%** | **23 16.5%** | **+3.6%** |
| **65-84** | **609 20.0%**  | **12 8.6%** | **-11.4%** |
| **Over 85** | **93 3.05%** | **0 0%** | **-3.05%** |

|  |  |  |  |
| --- | --- | --- | --- |
| **Ethnic Origin** | **Practice population** | **PRG Population Profile** | **Difference** |
| **White British** | **2834 93.1%**  | **127 91.3%** | **-1.8** |
| **Irish** | **6 0.2%** | **0 0%** | **-0.2%** |
| **Other White** | **120 3.96%** | **5 3.5%**  | **-0.46%** |
| **White & Black Caribbean** | **6 0.2%** | **0 0%** | **-0.2%** |
| **White & Black African** | **1 0.03%** | **0 0%** | **-0.03%** |
| **White & Asian** | **3 0.1%** | **3 2.1%**  | **+2** |
| **Indian** | **17 0.56%**  | **1 1.39%** | **+0.83** |
| **Pakistani** | **4 0.13%**  | **0 0%** | **-0.13%** |
| **Bangladeshi** | **1 0.03%** | **0 0%** | **-0.03%** |
| **Caribbean** | **20 0.66%** | **1 0.7%**  | **+0.04%** |
| **African** | **24 0.79%** | **1 0.7%** | **-0.09%** |
| **Chinese** | **9 0.3%** | **1 0.7%** | **+0.4%** |

**2. How we built our PRG**

Every effort was made to ensure that this group was reprehensive of the practice population.

We asked all the patients that attended the surgery over an 8 day period if they would like to be involved in the practice decisions. They were given a form that explained what the PRG was about and why we needed their help and input. They were asked to complete the form with their details and email address.

We discussed the PRG at the practice meeting. We identified two groups that we had concerns about.

Firstly the under 16s, we were not comfortable asking this age group for their email addresses, so made decision to omit them form the PRG.

Secondly, the over 65s, we felt may be under represented as many may not have internet access. We agreed that this group should be asked to complete a paper copy of the survey and these result were entered into the survey manually.

The PRG members profile is those members recruited into the PRG and those invited to take part in the survey. It is not the results of those who completed the survey; these demographics are included in the survey results.

**3. Priorities for the survey**

We looked at areas we felt may be an issue from previous survey’s, such as parking, telephones, appointments etc. Then we built upon these priorities.

We emailed the PRG members and asked them for any other areas they would like to be included in the survey. We also gave them the areas we were interested in including in the survey. We asked them for their views on our points.

We had no responses to any additional points that anyone wanted to be added to the survey.

**4. Building the Survey**

We developed a new Practice Website: [www.upminsterbridgesurgery.nhs.uk](http://www.upminsterbridgesurgery.nhs.uk)

We advertised the PRG and invited people to join.

We used Surveymonkey.com to build our survey, also to collect our results and analysis them.

We use previous survey questions. We looked at area we had issues with in previous survey results. We sent the sample questions to the PRG via email before creating the survey.

We asked the PRG for their comments, opinions and other ideas for questions, we had no replies.

We emailed the PRG with the survey link and we had hard copies that we gave out in the practice to those who didn’t have access to the online survey. These were later manually entered by the practice on to Survey Monkey.

**5. Our survey results**

We emailed 126 members of PRG the survey link.

We received 74 responses from PRG members.

We also had 12 responses from patient who had completed hard copies. These were entered into the survey to be included in the final figures

See attached results summary

**6. Resulting action plan and how it was developed**

The survey results were emailed to the PRG and they were invited to comment on the results.

A meeting between the GP and Practice Manager took place to discuss the results certain areas were identified as potential action points.

These points were then emailed out to the PRG. We asked the PRG members to comment and make additional suggestions.

We only received one response which supported our proposals

There were no areas of disagreement between the Practice and the PRG.

There are no contractual considerations to be considered as a result of the agreed action plan.

 **7. Accessing the report**

The Survey, Action Plan and this report have been place on the practice website:-

 [www.upminsterbridgesurgery.nhs.uk](http://www.upminsterbridgesurgery.nhs.uk).

All members of the PRG have been emailed and advised that these result are now available.

We also have a hard copy on display in the practice waiting room.

**8. Opening times**

As a result of this survey no changes to our Practice hours have been made. Our practice hours remain as shown below.

**Opening times:**

**Monday 08:30-13:00 16:00-18:30**

**Tuesday 08:30-13:00 16:00-18:30**

**Wednesday 08:30-13:00 16:00-18:30**

**Thursday 08:30-13:00 Closed**

**Friday 08:30-13:00 16:00-18:30**

 **We offer extended hours on Monday 18:30-20:00**

 **& Saturday 08:30-10:00, one in four**