



Elm Hayes Surgery

Clandown Road, Paulton, Bristol, BS39 7SF

Tel: 01761 413155

Fax: 01761 410573

## **Local Patient Participation Report**

Our Virtual Patient Representation Group was formed in 2011-12 initially by using a three pronged approach.

- A patient forum was set up on our website asking patients to join our VPRG
  - Posters were displayed in our waiting room
- An email shot was sent to all patients for whom we had an email address asking for their help by joining our Patient Representation Group in order to help us with ideas for practice surveys and comments for suggestions on ways in which we could improve our services

Since then we regularly update this by inviting new patients to attend as part of their new patient check and routinely removing patients from our VPRG who have left the practice

We have continued to expand this Group and now send out quarterly newsletters and information as well as asking the Group for input into patient surveys.

This is a report of the Local Patient Participation Report of Elm Hayes Surgery for 2013-2014, how this was carried out, the recommendations and subsequent actions taken as a result of this project.

## Practice Profile & VPRG Profile

Practice population profile 8154	PRG profile 65	Difference
<b>Age</b>		
% 18 – 24 2699	% 18 – 24 - 2	2697
% 25 – 34 – 981	% 25 – 34 - 11	970
% 35 – 44 - 1171	% 35 – 44 - 10	1161
% 45 – 54 - 1086	% 45 – 54 - 20	1066
% 55 – 64 - 1065	% 55 – 64 - 13	1052
%65 – 74 - 712	%65 – 74 -7	705
%75 – 84 - 346	%75 – 84 -2	344
% Over 85 - 94	% Over 85 - 0	94
<b>Ethnicity</b>		
<b>White</b>	<b>White</b>	
% British Group - 94.4	% British Group – 100%	5.6%
% Irish – 0.1	% Irish - 0	
<b>Mixed</b>	<b>Mixed</b>	
% White & Black Caribbean - 0	% White & Black Caribbean - 0	
% White & Black African - 0	% White & Black African - 0	
% White & Asian – 0.4	% White & Asian - 0	
<b>Asian or Asian British</b>	<b>Asian or Asian British</b>	
% Indian - 0	% Indian - 0	
% Pakistani - 0	% Pakistani - 0	
% Bangladeshi - 0	% Bangladeshi -0	
<b>Black or Black British</b>	<b>Black or Black British</b>	

<b>Practice population profile 8154</b>	<b>PRG profile 65</b>	<b>Difference</b>
% Caribbean - 0	% Caribbean - 0	
% African – 0.1	% African -0	
<b>Chinese or other ethnic Group</b>	<b>Chinese or other ethnic Group</b>	
% Chinese – 0.2	% Chinese -0	
& Any Other – 0.1	& Any Other -0	
<b>Gender</b>		
% Male – 49.8	% Male - 37	12.8%
% Female – 50.2	% Female - 63	12.8%

**ELM HAYES SURGERY Practice Profile**  
**Practice List Size: 8154** *increase of 104 from 2013*

We draw our patients from the immediate area as well as many surrounding villages. As at 21.3.2014 we have approximately 8,154 patients spread across all age groups (see below). Although the large majority (94.4%) of our patients are recorded as being “White British” we do also have a small number of patients from other ethnic backgrounds.

**ELM HAYES SURGERY Virtual Patient Representation Group Profile**  
**Current Members: 65** *increase of 6 from 2013*

We have increased our VPRG this year from 59 to 65 patients. 3 patients left the group as they had moved out of our area and, therefore, changed their GP Surgery. We have targeted patients more pro-actively this year by including a “sign-up” form for our VPRG with our new patient information pack which has proved successful and receptionists enter into dialogue with new patients at the point that they request to register with the practice advising them that they can join this group. We also have 3 members of the group who do not use email and, therefore, we send out any patient group information to these patients via hard copy. We continue to advertise our patient group via our in-house patient information systems, practice leaflet, website etc.

**Differences between the Practice Population and membership of the PRG**

Our Virtual Patient Representation Group is a fair reflection of the profile of the practice with regards to age range and male/female ranges. We would, however, like to increase the proportion of patients in the group from other ethnic categories as this section of our practice population are not represented at all.

## **AGREEING THE SURVEY**

During 2013-2014 our Virtual Patient Report Group (VPRG) were consulted on two surveys. Firstly, we wanted to ask for views about our Practice Nurses so we used the General Practice Assessment Questionnaire for nurses. See Appendix 1.

Secondly we asked the group for their ideas on areas to investigate and on the wording and format of the survey. The VPRG were asked to consider areas other than access to appointments as a survey has already recently been undertaken on this as a separate exercise. Replies received still wanted us to focus on access to appointments and availability of Doctors. We, therefore, undertook a full patient experience survey using the Improving Practice Questionnaire Report by CFEP UK, see Appendix 2. This survey had been carried out in previous years and we felt it would be extremely useful to repeat this survey for 2013-2014 in order to give us some comparative data. The only other comment received was regarding our patient information systems and the music played in the waiting room. His comments have been taken on board and the patient information screens will be reviewed during the summer and new music will be sourced.

## **HOW WAS THE SURVEY CONDUCTED**

The survey was carried out during November, December and January 2014. 100 surveys were given out for each GP at the practice, part to be completed prior to the consultation and part to be completed after the consultation. We also had a link to this survey on our website during this period. 450 results were received and were externally verified by CFEP and are available at [www.elmhayessurgery.co.uk/surveys](http://www.elmhayessurgery.co.uk/surveys).

## **THE RESULTS**

We have circulated these results to our VPRG for comment and discussion and held a staff meeting to review these results. We are planning a full review of our appointment system in the Spring of 2014 to hopefully address some of the issues raised with regards to waiting times, availability of same day appointments, etc etc.

## **ACTION PLAN**

Final action plan taken to partners at meeting 27.3.2014 and approved. (See Appendix 4 Patient Survey 2013-2014 Action Plan)

## **PUBLICISING THE REPORT**

The report will be circulated as follows:

Via the website

To the VPRG by email

To the non-virtual members of the group by hard copy

To the practice population via our patient information systems

To the Bath and North East Somerset Clinical Commissioning Group

On our staff intranet

Sharon Taylor  
Practice Manager  
March 2014





