

THE CHESTNUTS SURGERY
LOCAL PATIENT PARTICIPATION REPORT

Stage one – validate that the patient group is representative

Practice population profile		
<p>Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:</p> <p>Our practice profile is predominantly British. The patient group has been advertised in the practice and on the web site open to all groups.</p> <p>The practice does have a small student population from which some members are international. The patient group is actively seeking representation from this group with no takers to date</p> <p>The group, however is representative of it's profile and community in the majority, and continues to recruit and advertise on an ongoing basis.</p>		
Age	Sex	Ethnicity
0 to 90 (ave)	Male and Female	Primarily British (United Kingdom) Small element of international (mainly students)
Other		
NA	NA	NA

PRG profile		
<p>Show how the practice demonstrates that the PRG being is representative by providing information on the PRG profile</p> <p>The PRG group is represented by both male and female members from ages 25 to 65. The practice profile is mainly made up of three areas:</p> <p>Students Working age groups Retired and working pensioners</p> <p>The group is fully represented by its age range and groups, however, the group has invited representation from its student group with no takers. Students are the smaller group.</p> <p>The practice has advertised via:</p> <p>Patient leaflet Waiting room Newsletter New patient questionnaire Electronic display board Website</p> <p>The real PRG has 9 members We are currently also setting up a virtual PRG through the same media as above.</p> <p>The group, however is representative of it's profile and community in the majority, and continues to recruit and advertise on an ongoing basis.</p>		
Age 25 to 70	Sex Male and Female	Ethnicity Primarily British (United Kingdom) Small element of international (mainly students)
Other NA	NA	NA

Differences between the practice population and members of the PRG		
<p>Please describe variations between the group and what efforts the practice has made to reach any groups not represented.</p> <p>The only variance between the group and the practice profile is no student representation. The practice has advertised the service through the medium highlighted above, and also made further specific attempts to target this group through student registrations. However, the general feedback from students is that they are either too busy with studies, or due to their short time span on the practice list.</p> <p>The proportion of students on the list in relation to the other groups is very minimal (approx 400 from 4600), representation is still sought, but all efforts have been made.</p>		

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

Survey		
<p>Please describe how the priorities were set</p> <p>The group have reviewed the patient surveys completed independently by Department of Health, as well as surveys completed by the practice to identify the scope of questioning, the responses and outcomes. The group also considered current services and restrictions, as well as contractual arrangements (Practice Manager attends all meetings in an advisory capacity at the group's disposal. The group then agreed the priorities the local survey should adopt to obtain feelings and opinions on a range of areas covering all areas of practice services, taking into consideration new ways of practicing being introduced as part of GP commissioning.</p> <p>The group have agreed five areas of which they are in the process of agreeing questions within each group. The groups are:</p> <ul style="list-style-type: none"> Access Communication Care Feedback Services (Customer service/community/secondary/patient etc) 		

Describe how the questions were drawn up

The group are currently arranging the next PRG meeting for late April, where members will bring a range of questions within each group for discussion. Once agreed the final questions will form the survey which will be prepared using formats set out by one of the formal survey companies. When the results come in, they will be analysed by the group and fed back to the practice and its population with action plans and recommendations.

How was the survey conducted?

To be completed

What were the survey results?

To be completed

Action plan

How did you agree the action plan with the PRG?

To be completed

What did you disagree about?

To be completed

Are there any contractual considerations to the agreed actions?

To be completed

Please include a copy of the agreed action plan

Local patient participation report

Please describe how the report was advertised and circulated

To be completed

Include a copy of the report

Opening times

Confirm opening times and out of hours arrangements included within the report

To be completed