

# Bridport Medical Centre

## Local Patient Participation Report 2013/14

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### 1. Profile of practice population and PRG

#### Practice population summary

Please see **(Appendix 1)** for a summary of our practice profile (age, gender, ethnicity)  
The steering group remain committed to gain representation from the groups below:

- Under 18s
- Young mothers
- Drug users
- Over 50s
- Housebound
- Carers
- Patients living with chronic disease
- Workers
- Disabled
- Patients with mental health issues

#### 2.1 PRG profile/Process to recruit PRG

The virtual Patient Reference Group (vPRG) has been widely advertised to patients within the surgery and via the practice website and in recent months, via social media (Facebook). Forms **(see Appendix 2)** to apply join the group are available in the practice and online. The forms capture demographic information (age, ethnicity) for those opting to join the vPRG and details are stored in a secure database. In the past year, the virtual reference group has increased in number to 81 members, representing a 3.8% net increase. We obtain up-to-date demographic and contact details for all members of the vPRG by asking them to complete the application form annually.

Patients who contact the surgery to give feedback, including complaints, may also be invited to join the vPRG.

## 2.2 Process used to recruit to our PRG

Supported by Eilish (Practice Manager) the PRG steering group (5 volunteers as before) take responsibility for ensuring that any opportunities for patients to give feedback reach as diverse a population as possible, using our “hub and spoke” approach. Groups identified as below:

- **Housebound patients**
- **Disabled patients**
- **Young patients**
- **Young mothers/ patients living with chronic disease**
- **Over 50s**
- **Mental Health**

The steering group also spent time with patients in the reception area when our annual survey was active, to ensure representation from harder to reach groups as well as increase response rate.

Surveys are also handed out at reception to patients attending appointments. Posters were displayed in the surgery when the survey was active.

## 3. STAGE ONE - Priorities for the survey and how they were agreed

The steering group arranged an evening “focus group” (**see Appendices 3 and 4**), to which all members of the “virtual” reference group were invited (by email and letter). A poster inviting patients was displayed at reception. 20 patients attended. The meeting was chaired by Elise Ripley (Engagement, Dorset CCG). Attendees were split into 3 groups (with the “conversation” led by a member of the steering group). Groups were asked to focus on one of three key areas under the heading “The Waiting Patient”:

- Information
- Customer Care
- Environment

### Results

Results of the focus group were discussed with the steering group and an action plan (**see appendix 5 – Action Plan 1**) agreed. It was evident that a key theme ran through all groups - information. It was agreed that the subject for our annual survey should be “**Information**” and the need to obtain more in-depth views from the wider patient population.

#### **4. STAGE 2 - Method and results of patient survey**

Once we had established focus of our survey, the steering group then met to devise a first draft questionnaire which was sent to the vPRG for comment (**see Appendix 6**). No changes were suggested and the surveys were distributed by the following methods:

- Hub and spoke promotion by steering group
- Random distribution at reception desk
- On-line via [Bridportmedicalcentre.gpsurgery.net](http://Bridportmedicalcentre.gpsurgery.net)
- Face-to-face to a member of the steering group in reception
- Via post/email to our vPRG
- Via Facebook

#### **Survey results**

Results can be viewed in **Appendix 7 (questions 1-11)**

Over 700 questionnaires were distributed. 597 responses were returned, reaching a significant sample of over 25 responses per 1000 patients ((8% increase from 2012/13). Demographic information was also requested (578 returned age data, 588 returned ethnicity data)

#### **5. Resulting action plan and how it was agreed**

Members of the steering group met to discuss the survey results in February 2014 and a further action plan was agreed (**Appendix 5 – Action Plan 2**).

Results of the survey and first draft of the action plans 1 and 2 were emailed/posted to the vPRG on 6<sup>th</sup> February 2014 for comment. Comments were collated the action plan finalised.

The report and action plan are displayed in reception and online.

#### **6. Progress made with the action plan**

A summary of the progress as of 31 March 2014 is included in **Appendix 5**

The above action plan, together with our survey results will be displayed in the surgery throughout April/ May 2014. Results will remain posted on our website and Facebook.

#### **7. Confirmation of our opening times**

As a result of the survey we have not changed our opening times. Our opening times are for 2013/14 can be viewed on our website.