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LOCAL PATIENT PARTICIPATION REPORT

April 2012

Description of the profile of the members of the PRG (Patient representation group)

80 patients volunteered to serve on the PRG of which there are twelve serving members. 29% of patients registered with Dr Bassett & Partners are over the age of 65 therefore there is tendency towards older representation on the PRG.

There are representatives covering all age groups 70's, 60's, 50's, 40's and 30's. There was only one volunteer each from those in the 30's and 40's age groupings. No volunteers were forthcoming in the under 30's age group. There is a representative from Glen Heathers Nursing Home and also the Lee Residents Association. The Practice GPs were also involved in selecting those who served on the initial PRG to ensure that the skills and qualities that were brought to the group were from as wide a background as possible from those that volunteered. There are 6 male and 6 female representatives on the group.

Steps taken by Dr Bassett & Partners to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps that were taken in an attempt to engage that category

Members were recruited via local notices in the Practice (via the LCD screen), at reception, by email mail shot (1300 addresses) and via our web site. The list of volunteers was then vetted by the GPs to ensure as wide a section of the community was represented as possible. Steps were also taken and approaches made to: local care homes (Glen Heathers is represented) the Churches and various other organizations within Lee-on-the-Solent (Lee Residents Association).

Details of steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey

The GPAQ (General Practice Assessment Questionnaire) was used as the baseline by which the local patient survey was agreed. This was done at the PRG meeting of 26 Jan 12. The GPAQ questionnaire was totally recast and it was felt by the members that the questionnaire should be 2 pages long the brevity and conciseness of the questionnaire it was hoped would encourage a better and more complete response from patients. There were no disagreements over the content and structure of the final questionnaire.

Manner in which Dr Bassett & Partners sought to obtain the views of its registered Patients

The Practice used the following website to conduct, manage and collate the questionnaire:
www.questionnairesurvey.co.uk

There were three hundred patient responses within the first 48 hours. In previous years a paper based version of the GPAQ questionnaire was used therefore it was felt the current questionnaire should be web based. Previous paper based questionnaires it now appears were limited in value. They were completed within the surgery by those who are predominantly regular attendees. The length of the GPAQ questionnaire had a tendency to put people off with the result there were a significant number of incomplete questionnaires returned.

With the electronic version which was promulgated within the Practice and by email there was significant feedback from a much greater number of patients and from patients who did not attend the Practice on a regular basis. The level of feedback was absolutely tremendous compared to previous questionnaires. Evidence can be accessed via our web site at www.leehealthcentre.co.uk. Click on the Patient Participation Group menu option on the home page then see survey results and associated feedback.

Details of steps taken by Dr Bassett & Partners to provide an opportunity for the PRG to discuss the contents of the action plan

This was done by email to all PRG members in February 2012 the overriding issue being the length of time that patients were having to wait to see our only female Doctor. With effect from the 1st of April 12 Dr Clarke's surgeries were increased by 2. There were no other major issues highlighted.

Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented

The major finding was implemented (increase in Dr Clarke's Surgeries) any other suggestions are deemed minor and are to be discussed at the forthcoming PRG meeting. Outcome will be published and made known to patients within the Practice, via our web site and also via our practice facebook and twitter pages:

<http://www.facebook.com/LeeHealthCentre>

<https://twitter.com/#!/LeeHealthCentre>

Summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey

Evidence is available by accessing the Lee-on-Solent web site at: www.leehealthcentre.co.uk. Click on the Patient Participation Group menu option on the home page then see survey results and associated feedback.

Details of the action which Dr Bassett & Partners,

and, Hampshire PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey

The results will continue to be analyzed at forthcoming PRG meetings; Hampshire PCT will be kept apprised of developments. A further survey will be conducted later in the year.

where the Practice has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, the Practice has taken on issues and priorities as set out in the Local Patient Participation Report

There are no differing issues of opinion between Dr Bassett & Partners and members of the PRG and should they arise they will be documented and discussed pending a satisfactory resolution.

the opening hours of the practice premises and the method of obtaining access to services throughout the core hours

Opening Hours are as follows:

Opening Hours

Mon:

8.00am to 7.30pm

Tues & Wed:

7.30am to 6.30pm

Thurs & Fri:

8.00am to 6.30pm

Access services are promulgated on our web site www.leehealthcentre.co.uk and promulgated via our practice leaflet. There is also a link to the NHS Choices and Fareham and Gosport CCG web sites.

where Dr Bassett & Partners has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

Extended Hours are as follows:

Monday Evening 1830 – 1930 (1 GP and 1 Nurse)

Tuesday Morning 0730 – 0800 (2 GPs Available)

Wednesday Morning 0730 – 0800 (2 GPs Available)