

Patient Participation Report – March 2016

This is the fifth and final annual report and gives details of the work done in the last year as agreed with Practice Staff and Patient Reference Group members.

The report contains:-

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2. Practice Profile
3. Patient Reference Group Profile
4. Update on Last Year's Action Plan
5. Other Patient Participation Information
6. 2016/17

1. Opening Times

HBP Surgery (Lundwood)
Priory Campus
Pontefract Road
Lundwood
Barnsley
S71 5PN

The surgery is open 7.30am – 6.30pm Monday to Friday, during these times the Reception is open and fully staffed.

When surgery is closed there is an answer machine message which gives the telephone number for 111.

Full details of the services that we provide; how to register, make an appointment or order a prescription are included on our website (www.hillbrowbarnsley.co.uk) along with useful contact details. This website page will be closed in April 2016; following the change to contract provider.

2. Practice Profile

Age

	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total	
	24%	12%	16%	12%	15%	10%	6%	4%	1%	100%	

Sex

Male 45%

Female 55%

Ethnicity

The Practice has ethnicity data for 98.6% of patients registered with the practice. For the data collected 2% of our practice population are from white/non white ethnic minority backgrounds.

First Language

The Practice has first language spoken data for 96.5% of patients registered with the practice. For the data collected 98% of our practice population speak English as a first language.

Meeting Identified Needs - 2% of the Practice Population do not have English as their first language and are reliant upon family members to translate for them in everyday life. HBP Lundwood has a robust protocol for ensuring that these patients are identified during new patient assessment, have their needs recorded on medical records; to ensure that they are given double appointments with GP or Nurse and a translator is booked in advance.

This ensures that family members are not asked to translate medical terminology and patient confidentiality is maintained.

3. Patient Reference Group

HBP Surgery (Lundwood) uses a number of methods to gain the views of patients, to enable us to include the patient's perspective when planning future changes/improvements.

To assist us with this we have a PRG (patient reference group), which is a small group of interested patients who help us to decide which areas to concentrate on, to interpret the results of surveys and to prioritise issues for our action plans.

HBP Surgery (Lundwood) PRG is a virtual group, run via emails. All emails are sent as 'blind carbon copies' to ensure that each individual's details are kept confidential and to stop any possibility of unsolicited emails from other members.

During 2015 we continued to try to attract more members to the PRG. We advertised on our website, in our waiting rooms and our doctors opportunistically mentioned the group to patients.

Current membership of PRG

Due to the change of contractor for HBP Lundwood we have received feedback from the members of the PRG that they all intend to re-register at other local practices and do not wish to remain on the PRG for 2016/17.

Age

	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total	
March 2015	0	0	29%	0%	0%	71%	0%	0%	0%		
March 2016	0	0	29%	0	0	43%	28%	0	0		

Sex

Male 43% Female 57%

Ethnicity

0% of the PRG are from white/non white ethnic minority backgrounds.

4. Update on Last Year's Action Plan (2015/16)

During 2015/16 the Practice has contacted PRG members to inform them of changes within Barnsley (I-Heart Barnsley) and to invite them to a meeting at The Core.

In addition patients and PRG members have been asked their opinion via F&FT. We have also fed back to PRG members results of mini surveys about extended hours access and updated them on the high number of complaints received at our sister practice (Hill Brow) regarding the Voice Connect automated telephone system.

Feedback from PRG members has assisted the Practice in developing services and making decisions regarding Voice Connect

1	Improve wheelchair access	Phase 2 of the rebuild was completed in April 2015. One member of the PRG received very positive feedback from a disabled
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		<p>patient, who was pleased to be able to access both GP and Nurse rooms.</p> <p>Patients' feedback about the new rooms has been acted upon wherever possible. However, plans for a patient calling system and TVs for the waiting areas had to be shelved when the contract was awarded to another organisation.</p>
2	Extended Hours Access	The change from one late night opening to five early morning openings was approved by the CCG in September 2015. Patient feedback has been positive, with most comments being about the extended access being on five days not just one day each week.
3	Voice Connect	Following the poor response at Hill Brow where this system was tested and withdrawn; it was decided not to turn on the system for Lundwood.
4.	Newsletter	The newsletter has not been published. Initially there was a poor response for items to be included, from staff or PRG members. Since the Practice became aware of the contract change, but were asked not to inform patients, it was felt best to shelve this idea.
5.	Staff Name Badges	Issued to all staff, so that patients are aware of who they are dealing with. No feedback from PRG about this.

5. Other Patient Participation Information

NHS Choices – The website is checked regularly so that any comments can be noted and, where necessary, response posted.

HBP Surgery (Lundwood) has **88.9%** would recommend – which NHS Choices classed as 'Amongst the Best'

Friends and Family Test –

Since January 2015 patients are asked whether they would recommend us to friends and family, both using paper copies of the survey handed out after consultations and via SMS text messages.

I Want Great Care - The Practice has registered with this website, as another way of reaching patients and gaining their views. We have displayed posters and put cards at reception, giving website details.

6. 2016/17 Action Plan

HBP Lundwood will be managed by the Barnsley Healthcare Federation from 1st April 2016, therefore producing an action plan for 2016/17 has been irrelevant for Hill Brow Partnership.

We would like to thank patients for their support over the last seven years, and thank members of the PRG for their ideas and feedback, which has helped us to plan the changes each year to improve services and standards; which has meant that patients rate us as amongst the best in England.

A copy of this report is available on the Practice pages of the website, www.hillbrowbarnsley.co.uk and also on patient and staff notice boards.

J H Gledhill
21st March 2016