

LOCAL PATIENT PARTICIPATION REPORT

PRACTICE NAME

1. A description of the profile of the members of the PRG

- * For example the age, sex and ethnicity profile of the Provider's population and the PRG.

(Component 1)

Existing Patient Participation Group. - Age Sex Profile

	Female	Male
Under 21	0	0
21 – 40	1	1
41 – 60	1	0
61 -70	2	1
71+	1	2

2. Steps taken by the Provider to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the Provider took in an attempt to engage that category

- * The variations between Provider population and PRG members
- * How has the Provider tried to reach those groups not represented?

(Component 1)

The Group is under represented in various age, ethnicity areas etc. The group needs to attract more members and we continue to advertise this by placing posters in the waiting room, use of TV screen in waiting room, on our website and by word of mouth from consultants to patients.

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

- * How were the priorities identified and agreed?

(Component 2)

The survey topic was agreed with the PPG in July 2012. The practice has previously done a lot of work around appointments structure, access arrangements to appointments, managing demand and capacity etc.

The practice is being supported by NHS Somerset to relocate the main surgery building. Getting the right location would be key and we wanted to discover how patients travel to the surgery in order to help us plan for relocation / future service delivery.

4. The manner in which the Provider sought to obtain the views of its registered patients

- * What methodology was used to agree the questions, the frequency, the sample size, distribution methods to ensure the views of all patient are represented and undertake the survey?

(Component 3)

Questions were drafted by the practice and shared with the PPG for comment. The initial plan was to conduct a survey of patients using email. The PPG commenced collecting email addresses at flu clinics and forms were also available in reception. Whilst we collected a reasonable number of email addresses we realised that there was a strong bias to the over 65s. In order to obtain a wide cross section of patient responses we resorted to a survey of patients in the waiting room. After an initial cohort of patients had been surveyed we were able to target the ages where we were lacking.

5. Details of the steps taken by the Provider to provide an opportunity for the PRG to discuss the contents of the action plan in Section 7 (of this template)

- * How was the PRG involved in agreeing the action plan?
- * Were there any areas of disagreement, and if so how were these resolved?

(Component 4)

The survey findings were processed and collated by the practice and the a paper was produced and taken to the PPG meeting on 21st February 2012 for discussion , debate and to consider the finding and conclusions.

The nature of this survey did lead to any disagreement about findings. It provided useful data as to how patients travel to the surgery and from where. It identified the potential for the increased use of public transport

6. A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local patient survey

(Component 4)

The results

Table 1

				How do you usually arrive at the surgery?						
	sample size	Do you drive ?	Do you have access to a car?	Foot	Public Transport	Car	Cycle	Taxi	M/cycle	Mobility Scooter
Males										
under 21	8	50%	50%	12%	25%	63%	0%	0%	0%	0%

21- 65	51	74%	73%	39 %	2%	39 %	16%	2%	2%	0%
Over 65	39	90%	90%	23 %	13%	46 %	10%	5%	0%	3%
Females										
under 21	11	50%	50%	46 %	9%	27 %	18%	0%	0%	0%
21- 65	66	62%	64%	45 %	15%	30 %	8%	2%	0%	0%
Over 65	28	50%	71%	25 %	25%	28 %	4%	14 %	0%	4%

The findings show

- A high percentage of our patients have access to a car and in all age profiles a minimum of 50% and can drive. This peaks at 90% for males aged over 65.
- Males are more likely to travel by car and females are more frequent travelers by foot.
- Travel by public transport is the least taken form of transport from the 3 main categories of foot, public transport and car.

We were also interested to see the nature of the journey being made to the practice. Was it a journey specifically to come to the practice or was it combined with something else? Where did the patient travel from? The results are shown in table 2 below.

	sample size	Type of journey?		Where have you travelled from?			If the surgery was on a public transport route would it encourage use of the bus?	
		Special Journey	Combined Activity	Home	Work	Shops	Yes	No
Males								
under 21	8	63%	37%	75%	25%		37%	63%
21- 65	51	75%	25%	65%	29%	6%	29%	71%
Over 65	39	74%	26%	97%	0%	3%	49%	51%
Females								
under 21	11	73%	27%	64%	36%	0%	64%	36%
21- 65	66	70%	30%	45%	44%	11%	36%	64%
Over 65	28	61%	39%	92%	4%	4%	50%	50%

The findings show

- All profiles are likely to make a special journey to the practice when keeping an appointment, with the majority travelling from home.
- It was disappointing to see that over two thirds of the men in the 0 – 65 age profile would not use public transport if the surgery were to be situated on a public transport route.

- Females were more likely than males to use public transport if available but the proportion was still relatively low. Perhaps further analysis could be undertaken to discover the reasons behind this?

Summary of findings

35% of our patients surveyed already travel by foot to their appointments. Broken down by gender means 40% of females travel by foot as compared with 31% of men, with the lowest profile being the under 21's male age group. The over 65 age cohort is lower for both male and female which is to be expected as reduced mobility is to be associated with this age group.

60% of our patients questioned are **not** prepared to travel by public transport to the practice even if it was situated on a public transport route. However, by deduction this means that 40% are and this compares with only 13% currently using this method of arrival.

10% of those questioned use a bicycle as their main form of transport to the practice

7. Details of the action plan setting out how the finding or proposals arising out of the local patient survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented. Include details of the action which the Provider,

- **and, if relevant, the 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 patient survey**
- **where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report**

(Component 5)

. Discussion and further work

The results of the survey were discussed with the Patient Participation Group at their meeting on 21st February 2012. It is recognised that care needs to be taken when interpreting data and statistics.

There is quite a heavy reliance on cars and the natural conclusion is to ensure that car parking provision at any future site is improved. From a 'green; perspective it is attractive to reduce the number of car journeys made to the practice but we have to recognise the convenience and independence that cars provide. We suspect that the future agenda for the town centre will be to increase pedestrianisation and reduce traffic. Planning permission conditions will include parking provision but again we suspect that there will be downward pressure on car park spaces.

There does appear to be improved scope for use of public transport and it appears that it would be attractive for any relocation to be close to a bus route. We anticipate that park and ride usage may also grow, allowing patients to park at relatively low cost on the edge of town and catch the bus to town

Cycling was quite popular (our sample included 10% of patients arriving by bicycle) and this is encouraging. We need to ensure that cyclists are well catered for.

Given that the St James site is serving in excess of 10,000 patients (a further 2,000 patients being at the branch surgery in Norton Fitzwarren) it is important that we talk to the local authorities about ease of travel access for patients, future transport and town centre development plans.

We need to ensure good access, catering for many different modes of transport. Where is safe to do so we would be keen to encourage access by foot and bicycle as part of a healthy lifestyle

Findings / Proposals or PRG Priority Areas <i>'You said...'</i>	Action to be taken (if no action is to be taken provide appropriate reason) <i>'We did...'</i>	Lead	Timescale	Progress <i>'The outcome was...'</i>
Ensure adequate cycle parking facilities at new premises	Include in design brief	Practice Manager	12 mths	
Locate on or close to bus route if at all possible	Include as part of site finding	Practice Manager	12 mths	
Attempt to maximise on site car parking at any new location	Discuss with planners and developers. Ensure close to other public car parks	Practice Manager	12 mths	

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

- * Please provide details of the Practice opening hours and how patients are able to make appointments/access services or provide a link to the relevant page(s) of the Practice website where this information can be found

Mon – Fri 8.30am to 6.30 pm – phone, in person, electronically using web site

9. Where the Provider has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

- * If providing, please confirm details of the extended opening hours provided by the Practice or provide a link to the relevant page(s) of the Practice website where this information can be found

Alternate Wed / Thu evenings and Saturday mornings. GPs rotate through the sessions.

Date Report Published:23.3.2012.....

Web Address of Published Report:

.....www.stjamesmedicalcentre.co.uk.....