The Practice initiated the PRG in August 2011 and remains the same for 2012. We now have a PRG Chair who attends all meetings. We recruited the group by advertising around the surgery on posters, Plasma screen, Patient leaflets (and to the housebound), Web site and staff encouraged patients to join. GP’s targeted the minority groups. We now have 102 members. Some members are ‘virtual’ contactable by email and approx 20 members attend the surgery for meetings.

Under 16’s are all ‘virtual’ members by email.

<table>
<thead>
<tr>
<th>Age</th>
<th>PRG Profile</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>20% 55-64</td>
<td>20% 55-64</td>
<td>Well represented by email.</td>
</tr>
<tr>
<td>10.5% 65-74</td>
<td>19% 65-74</td>
<td>as above</td>
</tr>
<tr>
<td>7% 75-84</td>
<td>23% 75-84</td>
<td>This is the largest group represented. Most of these patients are also actively involved in the practices patient forum group. They are very enthusiastic in being involved with the PRG. One patient is disabled and several sit on other patient groups like Breath easy and expert patient panels. One patient is from a Health Care background. Some have Chronic illness, some are carers.</td>
</tr>
</tbody>
</table>

<p>| Ethnicity - note not all ethnicity data captured for the practice patients |
|---------------------------|---------------------------|
| White                     | White                     |
| 31% British Group         | 81% British Group         |
| 1.5% Irish                | 6% Irish                  |
| Mixed                     | Mixed                     |
| 1% White &amp; Black Caribbean| 1% White &amp; Black Caribbean|
| 1% White &amp; Black African  | 1% White &amp; Black African  |</p>
<table>
<thead>
<tr>
<th></th>
<th>% White &amp; Asian</th>
<th>Asian or Asian British</th>
<th>% White &amp; Asian</th>
<th>Asian or Asian British</th>
</tr>
</thead>
<tbody>
<tr>
<td>1%</td>
<td></td>
<td>Asian or Asian British</td>
<td>2.5% Indian</td>
<td>1% Indian</td>
</tr>
<tr>
<td>3.5% Paki</td>
<td>2% Pakistani</td>
<td></td>
<td>3.5% Pakistani</td>
<td>2% Pakistani</td>
</tr>
<tr>
<td>1% Bangladesi</td>
<td>1% Bangladesi</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Black or Black British</td>
<td>Black or Black British</td>
<td>1% Caribbean</td>
<td>3% Caribbean</td>
<td>1% Caribbean</td>
</tr>
<tr>
<td>1% Caribbean</td>
<td>3% Caribbean</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1% African</td>
<td></td>
<td></td>
<td>1% African</td>
<td>% African</td>
</tr>
<tr>
<td>Chinese or other</td>
<td>Chinese or other ethnic group</td>
<td>1% Chinese</td>
<td>3% Chinese</td>
<td>1% Chinese</td>
</tr>
<tr>
<td>ethnic group</td>
<td>Chinese or other ethnic group</td>
<td>&amp; any other</td>
<td>&amp; any other</td>
<td>&amp; any other</td>
</tr>
</tbody>
</table>

**Gender**

<table>
<thead>
<tr>
<th></th>
<th>% Male</th>
<th>% Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>49% Male</td>
<td></td>
<td>51% Female</td>
</tr>
</tbody>
</table>

The practice should describe any variations between the group and the efforts that have been made to reach any groups not represented.

We recruited the group by advertising around the surgery on posters, Plasma screen, Patient leaflets (and to the housebound), Web site and staff encouraged patients to join. GP's targeted the minority groups. We have 103 members and are well represented ethnically and both genders.

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**Survey and Action Plan Checklist**

**Survey**

How were the priorities set?

The PRG had a face to face group meeting on the 12th February 2013 with the Practice Manager and Practice Secretary. The ‘Virtual’ group were emailed after the meeting to share/engage with them in the discussions that took place at the meeting. They were also asked for their views on the following:

The minutes below reflect the meeting:

Angela Styring the Practice Manager opened the meeting by giving a reminder on the requirements of a Patient Participation group.
The purpose of a PRG is to ensure that patients are involved in decision making at the practice on the range and quality of the services provided and overtime commissioned by the CCG.

That the PRG Chair takes the lead and tries to engage/attend the CCG PRG meetings.

Qualifying practices will establish a PRG, this group will represent patients’ views, alongside the findings from the survey and agree with the practice the priority areas for possible change. This will result in an Action Plan to be agreed between the practice and the PRG.

Angela will complete an analysis of the survey results and produce a report, including suggestions on any changes.

Following this she will meet with the PRG to discuss the report and reach an agreement on any suggested changes and the manner in which they are delivered.

The report will be published on - http://www.yardleywoodhc.co.uk/ - Please look at the website I have set up a lot of information already.

The Practice Manager then reminded everyone that all GP’s and staff believe in providing the highest standard of care and commitment to their patients. We believe that that enhancing Patient Choice and Care by providing them with a greater appointment capacity, expert medical skill mix team with a wider range of specialized clinics, along with an experienced management team and a newly formed PRG will enable us to provide an excellent service to our patients.

The patient’s all agreed that Yardley Wood Health Centre provides an excellent caring service to the patients, is well organised, clean and friendly.

The following areas are discussed at regular PRG meetings and the practice is always open to suggestions. Some of the below are also featured in our annual survey.

1. How important is it to see the same doctor for an ongoing problem?
2. What problems do you encounter contacting the surgery by telephone?
3. What do you think of the waiting times in the practice?
4. Do you feel you are informed enough about the practice and the services it provides?
5. What do you think of the physical access to the surgery? eg. Disabled parking spaces, wheelchair/push chair access at main doors.

6. What do you think about electronic communications with the surgery i.e. email access.

7. Are you happy with the opening hours?

8. If you do not attend the surgery regularly, how do you feel we could communicate with you?

**These were the 2012/13 survey questions that the PRG decided on:**

1. Are you happy with the service we provide?

2. Do you know what to do if you need to see a GP out of hours?

3. Did you know if you attend A&E the Practice is charged for this?

4. Are you a Carer or Cared for?

5. If you are a Carer or Cared for would you like more information from the Practice in sign posting you to the right service for Help and Advice?

6. Educating our patients with Long Term Conditions. Is this something you would be interested in?

**How were the questions drawn up?**

Following the meeting all the ‘virtual’ patient’s were sent the minutes either by email/post and published on the Web Site. Some made further comments. The questions were then drawn up from the meeting/email suggestions. The Partners and Angela reviewed the questions and then produced the survey.

**How was the survey conducted?**

400 Surveys were distributed amongst the practice population. Patient’s were chosen randomly and surveys either handed out by the practice staff, posted, emailed or downloaded from the Web site. These were given out over an eight week period and a total of 243 received completed. Following this the results were analysed.

**What were the results?**

The results were analysed by the number of patients answering the questions. There were lots of other comments made which we feel should be shared. Please see the results below:
YARDLEY WOOD HEALTH CENTRE

RESULTS OF PATIENT SURVEY 2012/13

Note: Not all questions were answered.

<table>
<thead>
<tr>
<th>Question</th>
<th>Option 1</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Survey’s sent</td>
<td>400</td>
<td></td>
</tr>
<tr>
<td>Number of survey</td>
<td>243</td>
<td></td>
</tr>
<tr>
<td>1. Are you happy with the service we provide?</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Very good</td>
<td>59%</td>
</tr>
<tr>
<td></td>
<td>Good</td>
<td>34%</td>
</tr>
<tr>
<td></td>
<td>Fair</td>
<td>5.3%</td>
</tr>
<tr>
<td></td>
<td>Poor</td>
<td>0.4%</td>
</tr>
<tr>
<td>2. Do you know what to do if you need to see a GP out of hours?</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Yes</td>
<td>86%</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>13.5%</td>
</tr>
<tr>
<td>3. Did you know if you attend A&amp;E the Practice is charged for this?</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Yes</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>79%</td>
</tr>
<tr>
<td>4. Are you a Carer or Cared For?</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Yes</td>
<td>14%</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>18%</td>
</tr>
<tr>
<td>5. If you are a Carer or Cared for would you like more information from the Practice in sign posting you to right service for Help and Advice?</td>
<td>Yes</td>
<td>16%</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>34%</td>
</tr>
<tr>
<td>6. Educating our patients with Long Term Conditions. Is this something you Would be interested in?</td>
<td>Yes</td>
<td>41%</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>30%</td>
</tr>
</tbody>
</table>

Please indicate your gender.

<table>
<thead>
<tr>
<th>Gender</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>68</td>
</tr>
<tr>
<td>Female</td>
<td>143</td>
</tr>
</tbody>
</table>

Please state your age group.
Under 25 = 25  
26-45 = 67  
46-65 = 62  
65+ = 56

Please state your ethnicity

White/British □ 66%  
Irish □ 4.1%  
Caribbean □ 1.2%  
African □ 0.8%  
White Asian □ 2.5%  
Indian □ 3.7%  
Pakistani □ 1.2%  
Bangladesh □  
Chinese □  
Other □ 4.9%

Any further comments:
.Friendly receptionists  
.Never get through at 8.30am  
.Having to wait 16 days for an appointment is not acceptable  
.The Saturday reception girl is really nice  
.Some really good doctors  
.This surgery is really good  
.Can we have an online booking system for appointments?  
.Provide telephone consultations  
.Debbie McDonald is brilliant  
.Hard to get an appointment  
.Happy with the service provided  
.Dislike not having a regular doctor anymore, difficult to explain medical history when seeing different doctors for the same problem  
.We have always been extremely pleased with the friendly efficient service, you always try to be helpful  
.Excellent service, conscientious doctors  
.Doctors brilliant, good service, appointments not available when you want one.  
.Your service is excellent thank you  
.Can never get an appointment over the phone unless I get to the surgery at 8.30  
.Fully satisfied with the service provided. The service that is offered to call at 8.30 in the morning does not work for everyone. By this time people have
already left for work. This process needs to be revisited, perhaps release some of the appointments after 5pm the previous evening.
It would be nice if reception people were not so moody.
The initial face to face contact is all important in helping patients
Very good service, would like the ability to book appointments on line.
I have been a patient for 27 years and have always had good service but since last year I have had problems getting an appointment its difficult when you work 9-5.
Receptionists are excellent, helpful and friendly.
Late evening appointments and more Saturdays would be more convenient.
Time of waiting for an appointment, can’t get through at 8.30, difficult to get medical notes for benefits.
Very hard to get appointments when you ring, always told to ring next day. Good doctors when you can get to see them.
Waiting time is poor, receptionists politeness is not always expectable.
We think the GP’s are great, they are a caring team who will take time to listen to you.
Hard to get appointments first thing if you are doing the school run. More availability on Saturday mornings – what do you do if you need to cancel a Saturday morning appt if you cant ring in.

Action Plan
How was the PRG consulted on the proposed Action Plan?
All PRG members were invited by email, post, web site and posters around the surgery asking them to attend a meeting at the practice on 12.2.2013.
Present at meeting were Practice Manager, Practice Secretary, PRG Chair and Members. The Virtual group were emailed or posted following the meeting.

Angela welcomed everyone and thanked them for attending.

The meeting was to review the findings of the patient survey and agree the
There were 400 surveys given out and 243 were returned in total. There were 6 questions in the survey. They were given out to patients in the practice, sent via email, posted to home addresses, handed out by District Nurses or available for download via the website.

The results were analysed within the practice (see above). The results were discussed as follows and the PRG gave their opinions’ on what the Practice priorities could be:

1. **Are you happy with the service we provide?**

   The overall majority of the results said ‘very good.’

   After much discussion it was suggested that the practice would consider implementing the following:

   Appointments on-line via our new clinical system Emis Web. The practice has agreed to this, but will only release a small number to start with. No date as been set as yet.

2. **Do you know what to do if you need to see a GP out of hours?**

   The overall majority of the results said they did know how to contact the out of hours. The surgery diverts their number to the out of hour’s service. The practice also advertises the out of hours in the following way:

   - The Newsletter
   - The Plasma screen
   - The Website
   - Posters around the surgery and on the outer building.

   The practice has agreed to continue to education the patient on sign posting them to the appropriate services.

3. **Did you know if you attend A& E the Practice is charged for this?**

   The overall majority said they were not aware of this. The PRG and practice have set this as a priority area to work along side the CCG and educate patient on using the correct service when seeking medical advice.

   The practice is proposing to do a display board in the foyer area clearly explaining to the patient the options available to them instead of using A & E.

4. **Are you a Carer or are you Cared For?**
The question had not been answered by all that completed the survey, so it was a difficult to rate. However, out of those that did answer the results showed that being a carer or carer for was low overall.

The Practice felt they must be supportive to their patients in this area. It was suggested that we might like to invite supporting groups to give talks at the practice. The PRG are keen for this to happen.

5. If you are a Carer or Cared for would you like more information from the Practice in sign posting you to right service for Help and Advice?

The overall majority said no. The PRG and Practice have agreed as point 4 above.

6. Educating our patients with Long Term Conditions. Is this something you Would be interested in?

The overall majority said yes. The PRG and practice both feel this is very important and hope to work with the CCG on this topic.

The practice nursing team regularly provides Health presentations to the patients and will continue to do so.

The PRG felt that these are the main priorities of action for the Practice to consider for 2013/2014 and following the Practice meeting on the 19.2.13 these actions were agreed.

These are the agreed Action points:

1. Implement – on line access for patient booking appointments via Emis Web.

2. Advertise clearly the out of hours options for seeing a GP when the practice is closed.

3. Education patients on other services rather than using A & E. Inform patients via Newsletters, plasma, screen, practice leaflet, Web, display board in the foyer and work with the CCG to improve the situation.

4. Provide In – house Health Education sessions and information on other
services that will be of benefit to the patients.

5. Review extended hours and may be offer later evening and earlier Morning appointments.

Final Report
What was the website address where the report was published?
www.yardleywoodhc.co.uk

How else was the report advertised and circulated?
The report was circulated via email, on the Plasma screen in the surgery and an article was added to the news letter advising patient’s it was completed and if they wish to received a copy please ask at reception.

Opening Times
Confirm opening times and Out of Hours arrangements

8.00 am – 6.30 pm Monday to Friday
8.00 am – 12.45 pm Saturday

EMERGENCIES AND OUT OF HOURS
Please phone the surgery at all times on 0121 474 5186. During normal surgery hours your details will be taken and given to the duty doctor. At other times, you may be put through to a local 'out of hours' centre. In emergencies such as severe chest pain or severe bleeding, please call 999 directly.
NHS Direct can also offer advice on 0845 4647 anytime or www.nhsdirect.nhs.uk
Walk-In Centre at Katie Road, Selly Oak, Tel: 0121 415 2095. Solihull Hospital Walk-In Centre Tel: 0121 709 7711. Family Planning Clinics Tel: 0121 446 1010. Patient.co.uk for general advice.