Museum Practice Patient Participation Group DES 2013/14

1. Profile of the practice population and PRG

2. The process used to recruit to our PRG

3. The priorities for the survey and how they were agreed

4. The method and results of the Patient Survey – IPQ

- see The Museum Practice Survey Results 39451.pdf

5. The action plan that was agreed and how it was agreed

- see PRG Discussion of IPQ Findings v2.docx & Minutes of PPG meeting\_10\_February\_2014.pdf

**1. Profile of the practice population and PRG**

**Practice Population Summary**

Dr Bavin is the senior partner of the practice. The practice moved to its current location in the 1990’s. Dr Agrawal joined the practice as GP partner in 2004, with Dr Chua joining in 2006 as salaried GP. Our current population is 3450. The practice population is diverse socially, economically, and ethnically. Age range 0 – 99 years. Main population peaks is around 25-60. There are no care homes or residential homes in our practice area.

We are a teaching and training practice. We have 1-2 registrars at any one time and students from King’s & UCL Medical Schools.

**PRG Profile**

The PRG was founded in 2011 and initially led by Theresa Fitzgerald. The group meets on a 2 monthly basis and the group has always had between 3-8 members although some have changed over the years**.** Our current chair is Jane Smith, (patient). The group is currently ethincally white. The group is recruiting and is involved in this campaign in developing posters, leaflets and encouraging the practice to promote it more visibly. Presently we have 7 members with a population of 71% female and 29% male.

Their age ranges are: under 39 = 0%, 40 – 59 = 71%, 60 – 90 = 29%

**Ethnicity of the Group**

Ethnicity is 100% White (British & other white).

In the past we have members from other ethnic minorities including from the Bengali community. The group and the practice are keen to encourage true representation.

Amongst the members many of them have chronic and long term illness and are users of the wider healthcare landscape. Employment status is wide including employed, self employed, retired, working in the voluntary sector, or looking for employment.

We are actively targeting younger patients and those from different ethnic backgrounds. We are also increasing the visibility of the group via posters, website and leaflets.

There are differences in the membership of our PRG and the practice’s population as a whole. However, we believe the makeup of the PRG is generally representative of our practice population, due both to the higher than average number of “middle-aged” patients and the percentage of patients with a chronic or long-standing illness.

**2. The process used to recruit to our PRG**

In order to recruit under represented groups in our PRG we have :

* Put up posters in practice
* Put information on the practice website
* Reminded clinical staff about underrepresented groups in order to promote the group during consultations.

**3. The priorities for the survey and how they were agreed them.**

In order to determine the priorities for the survey we;

* Asked the PPG to review survey results.
* Discussed the priorities with PPG as part of a meeting held on 10th February 2014.  Group members gave suggestions on the findings and suggestions for practice priorities.
* Discussion on the comments on our NHS choices website.

**4. The method and results of the patient survey**

The survey was carried out in the form of a questionnaire in paper form and was handed out in the surgery by reception staff during the last week of January 2014.

114/120 questionnaires were completed. Results were analysed by CFEP, independent company. 36% by male patients and 67% by female patients completed the questionnaire. The main age range that completed the questionnaire was aged between 25-59years. Ethnicity was not assessed.