

**Meltham Group  
Practice  
Patient Participation  
Report**

**2017/2018**

## PROFILE OF THE PRACTICE POPULATION

The practice area consists of mixed urban and semi-rural population with pockets of deprivation. Many patients commute to nearby towns and cities. It is a pleasant environment with a local park and access to the nearby National Park. There are good shopping facilities and local amenities.

There are 6289 patients registered. The tables show gender, age range and ethnicity of patients registered currently.

### Capitation Report

Age Range	Male	Female	Total
0 - 9	336	376	712
10 - 19	356	371	727
20 - 29	344	315	659
30 - 39	352	331	683
40 - 49	402	434	836
50 - 59	431	476	907
60 - 69	365	430	795
70 - 79	314	325	639
80 - 89	111	165	276
90 - 99	15	38	53
100+	1	1	2
Total	3027	3262	6289

### Ethnicity report

Read code	Patient Count
(9S3..) Black African	1
(9SB4.) Other ethnic, other mixed orig	1
(9T1C.) Chinese	1
(XaFwD) White British	431
(XaFwE) White Irish	1
(XaFwF) Other white ethnic group	8
(XaFx1) Other ethnic group	1
(Xalui) Other white British ethnic group	4
(XaJQv) British or mixed British - ethnic category 2001 census	4355
(XaJQw) Irish - ethnic category 2001 census	30

(XaJQx) Other White background - ethnic category 2001 census	60
(XaJQy) White and Black Caribbean - ethnic category 2001 census	9
(XaJQz) White and Black African - ethnic category 2001 census	8
(XaJR0) White and Asian - ethnic category 2001 census	9
(XaJR1) Other Mixed background - ethnic category 2001 census	13
(XaJR2) Indian or British Indian - ethnic category 2001 census	14
(XaJR3) Pakistani or British Pakistani - ethnic category 2001 census	1
(XaJR5) Other Asian background - ethnic category 2001 census	7
(XaJR6) Caribbean - ethnic category 2001 census	7
(XaJR7) African - ethnic category 2001 census	9
(XaJR8) Other Black background - ethnic category 2001 census	1
(XaJR9) Chinese - ethnic category 2001 census	6
(XaJRA) Other - ethnic category 2001 census	19
(XaJRC) English - ethnic category 2001 census	58
(XaJRD) Scottish - ethnic category 2001 census	2
(XaJRJ) Black and White - ethnic category 2001 census	3
(XaJRM) Other Mixed or Mixed unspecified ethnic category 2001 census	1
(XaJRM) Italian - ethnic category 2001 census	1
(XaJSE) Polish - ethnic category 2001 census	1
(XaJSN) Mixed Irish and other White - ethnic category 2001 census	2
(XaJSO) Other mixed White - ethnic category 2001 census	2
(XaJSP) Oth White European/European unsp/Mixed European 2001 census	1
(XaJSQ) Other White or White unspecified ethnic category 2001 census	2
(XaJSS) Arab - ethnic category 2001 census	2
(XaJSU) Mid East (excl Israeli, Iranian & Arab) - eth cat 2001 cens	1
(XaJSb) Mauritian/Seychellois/Maldivian/St Helena eth cat 2001census	1
(XaJSg) Any other group - ethnic category 2001 census	2
(XaQEa) White British - ethnic category 2001 census	1003
(XaQEb) White Irish - ethnic category 2001 census	4
(XactH) White:Eng/Welsh/Scot/NI/Brit - England and Wales 2011 census	2
(Xacut) White: other British - Scotland ethnic category 2011 census	2

## PROFILE OF THE PATIENT REFERENCE GROUP

M/F	AGE GROUP	ETHNICITY
F	65-74	White British
F	65-74	White British
F	45-54	White British
M	65-74	White British
M	65-74	White British
F	65-74	White British
F	65-74	White British
M	65-74	White British
M	65-74	White British
F	65-74	White British

The Group welcomed two new members this year. Elizabeth joined us in October and Judith joined us in December.

Advertisement for recruitment of members continues:

- Posters in the waiting room
- Electronic notice board in waiting room
- On the practice website
- In the monthly newsletter
- In the Young People's leaflet

At the meeting of the Group on 25th April, it was decided that regularly non-attending members of the Group should be emailed to invite them to the next meeting. If we received no response, then it would be assumed they no longer wished to be members.

## ACTIVITY

### *Meetings*

The Group held meetings in the practice throughout the year in April, August, November and February 2018. The minutes are located in the wallet in the foyer (copies in attached addenda).

The Group is kept up to date via the meetings regarding staff changes and relevant news from the practice. Members' suggestions are taken back to the GPs and Practice Manager for consideration. One example is to change the content/appearance of the practice leaflet. The Group also approved the new practice website after perusal.

One of our member's expressed concern regarding the security of patient data. This was addressed by the practice manager and some written information presented at the following meeting. We have also had discussions around the provision of extended hours and efficiency measures in the practice due to loss of GP hours from retiring GPs.

The Group has also discussed information disseminated through the practice from Greater Huddersfield CCG. Examples include withdrawal of certain medications on prescription and changes to Hospital and Community Services.

(See minutes of meetings in attached addenda).

### *Patient Reference Group Network*

Members of the Group have regularly attended the meetings and feedback has been discussed in our meetings.

Minutes of the PRGN can be located in the wallet in the foyer of the surgery.

### *Friends & Family*

The Group continues to monitor responses in the surgery. The amount of questionnaires has diminished considerably over the past year. We suspect the reason is that many patients have completed the slips in the past as the campaign has been ongoing since December 2014. This year's report is located within the addenda.

### *Information displays in the surgery*

The Group has continued to focus on the notice boards and displays in the waiting room. Information is updated weekly and we now have a "Message of the Week" area on one of the notice boards, to promote current information for patients' attention.

Information is added regularly to the electronic notice board.

### *Flu Clinics*

Two of our members kindly came into the surgery waiting room on one of our Flu Clinic days in order to promote the Group and facilitated with movement of patients throughout the morning.

### *Patient Survey*

The annual patient survey was carried out throughout December. The practice uses a company called Cfep who provides the questionnaires and collates the data for the report.

Patients attending a GP appointment were invited to complete a questionnaire about their experience in the surgery and also their opinions regarding the services that the practice provides. We received the report of the survey back in the surgery and discussed the outcomes at a practice meeting on 16<sup>th</sup> January.

It was noted that there was an increase in compliments in the comments section of the questionnaires. Although this is very rewarding, the staff and doctors were still aware of patients' comments for improvements:

Table of outcomes from the Patient Survey

YOU SAID	WE DID	THE RESULT IS
More information about GPs' interests displayed	New notice board in the foyer with GP information	Extra information for patients regarding GP working hours and their clinical interests
Waiting time in the surgery	Posters to raise awareness regarding patients' time taken during consultations.	Reduced waiting times as patients discuss one problem only in each appointment
Availability of appointments	Information regarding pre-booking of appointments online with other clinicians	More GP appointments available
Sound quality – electronic notice board	Training received by company regarding content and sound	More accurate and up to date information. More pleasing experience for patients in the waiting room

### Surgery Opening Times

We are a partnership and patients may see any of the GPs. The doctors can be seen in the surgery by appointment which can be made by calling in person, by telephone on 01484 347620 after 8.15 am, or on-line via the practice website. Appointments are available to arrange on the day or in advance.

The surgery is open Monday-Friday 8.15 am to 6 pm. We also offer a pre-bookable session on Tuesday evenings 6.30 – 9.30 pm.

This report will be loaded onto the practice website <http://www.melthamgp.co.uk>

Reference to this will be made in the practice newsletter.

Addenda:

Minutes of meetings (including Patient Reference Group Network)  
 Patient Survey Report  
 Friends & Family Annual Report