

## 2013/14 Patient Participation Local Participation Report

### Practice Details

Practice	Mount Road Surgery
Completed by	Jackie Lewis-Hughes

### Patient Reference Group (PRG) Profile

Number of face to face members	1	
Number of virtual members	13	
<b>Age &amp; Sex breakdown</b>	<b>Male</b>	<b>Female</b>
Under 16 -		
17 – 24 -		
25 – 34 -	1	2
35 – 44 -		2
45 – 54 -	3	2
55 – 64 -	1	
65 – 74 -		2
75 and over -		1
<b>Ethnicity</b>		
White	3	
Mixed		
Asian / Asian British	2	8
Black / Black British		
Chinese / Chinese British		

Other ethnic group		
<b>Employment Status</b>		
Employed		
Unemployed	10	
Retired		3
<i>Other (e.g. no of carers)</i>		
<b>What the practice did to ensure that the PRG is representative of the practice registered patients</b>		
<p>We conducted a search in the clinical system for patients who had submitted an email address and contacted a random sample via email to ask for permission to contact them and add them to the participation group. Also advertised the participation group on our surgery website with application forms available electronically. Advertised in waiting room and at reception with application forms available.</p>		
<b>Groups that are not represented on the PRG and what the practice did to attempt to engage those groups</b>		
<p>For harder to reach patients we ask for comments via our website, advertise my details on the patient information leaflet, use the patient call board – Jayex, and also have a suggestion box up in reception for comments to be posted.</p>		

### 2013/14 Priorities

<b>How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey</b>
<p>We have always in previous years conducted a patient satisfaction survey and met face to face with a group of patients to discuss the findings. We did not conduct a survey this year but plan to do one again next year, after which the group will be contacted for their comments.</p>
<b>What these priorities were</b>
N/A

## 2013/14 Local Practice Survey

<b>How we agreed with the PRG the content of the local practice survey</b>
N/A
<b>How we agreed with the PRG the way in which the survey would be conducted</b>
N/A
<b>Other methods used to seek the views of registered patients</b>
Comments posted in suggestion box, website, calling into practice and asking to see me

## 2013/14 Local Practice Survey Results

<b>An overview of the results of the local practice survey is detailed below</b>
N/A
<b>How we provided the PRG with the opportunity to discuss the findings of the local practice survey</b>

N/A
<b>How we agreed an action plan with the PRG based on the findings of the local patient survey</b>
N/A
<b>Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why</b>
N/A

**2013/14 Action Plan**

<b>2013/14 Action Plan (and how this relates to the findings of the local practice survey)</b>
N/A

<b>Significant changes we have made / plan to make to the services the practice provides</b>
N/A

<b>How we publicised the local patient survey results and action plan to our registered patients</b>
N/A
<b>Link to practice website where this report and related information can be found</b>
<a href="http://www.mountroadsurgery.co.uk">www.mountroadsurgery.co.uk</a>
<b>2012/13 Action Plan – overview of progress against last year’s action plan</b>
N/A

**Patient Access**

<b>Practice Opening Hours</b>
Monday, Tuesday, Thursday & Friday 08:00 – 18:30 Wednesday 08:00 – 15:30
<b>How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday</b>
Face to Face Telephone EMIS Patient Access – book an appointment, order repeat prescriptions, amend registration details Message via website
<b>Extended Hours</b>
GPPO provides 18:00 – 20:00 appointments on our behalf

