

11th February 2013

PRACTICE REFERENCE GROUP

Practice Profile

Colne Valley Family Doctors is based in the semi rural village of Slaithwaite and serves the population of the Colne Valley. There are four partners, Drs. Hindle, Walker, Edara and Hoddinott. The practice has a population of 6318 patients with an age profile as below:-

Age Groups	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Totals
Males	602	284	365	508	502	425	299	154	44	3183
Females	574	262	390	439	470	417	307	190	86	3135
Total	1176	546	755	947	972	842	606	344	130	6318
%	19	9	12	15	15	13	10	5	2	100

Ethnicity data is available for 6202 patients, 98.5% of the practice, 96% recorded as being White British.

Ethnic Category	White British	Irish	White & Black Caribbean	White and Black African	White and Asian	Indian	Pakistani
Number of patients	6084	9	12	5	3	12	5
% of practice population	96%	0	0	0	0	0	0
Ethnic Category	Bangla deshi	Caribbean	African	Chinese	Other	No Data	Total No Patients
Number of patients	0	8	22	7	45	106	6318
% of practice population	0	0	0	0	0.5	1.5	100%

The Patient Reference Group was established in June 2011 and in order to recruit members to the group posters were put up in the surgery, in the village pharmacy and library, together with question and answer sheets and contact sheets to try to encourage patients to join the group. Details were posted on the practice website, the Jayex board and television screen in the waiting room. The group does meet regularly at the surgery.

The practice has been concerned that although the group was representative ethnically we were not recruiting younger patients and attempts have been made to redress this imbalance.. To date we have 19 members (7 male and 12 female), 18 of whom are White British and one from "another" ethnic category, however the majority of members are still from the 55-74 year old age group. The table below shows the age distribution of Patient Reference Group:

Age Group	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	Total
Males	0	0	0	0	0	3	3	1	0	7
Females	0	0	1	1	1	6	3	0	0	12
Total	0	0	1	1	1	10	6	1	0	20

Recruitment is continuing, leaflets and posters are available and we will continue to strive to have a more age representative group as we move forward.

Contacts with the Group

The group has met three times this year 24th May, 13th September and 17th January, the agenda and minutes of these meetings are available. New members to the group are sent a welcome letter and a copy of the Terms of Reference.

Local Practice Survey

It was agreed at the 13th September that the report would again be commissioned from CFEP with the standard sample size and there were no requests for additional questions from the group.

Distribution of the survey started in October 2012 and was distributed to patients attending the surgery. The reception team were instructed to follow the CFEP guidelines and a poster was put up in reception to inform patients.

CFEP require 25 completed per 1,000 patients, in total 190 questionnaires were handed out and 166 questionnaires were completed and sent for analysis in December 2012. The completed report was returned to the surgery in January 2013.

The survey was discussed with the Patient Reference Group on the 17th January 2013 who commented on the positive scores related to the clinicians and the staff and the “finally” section of the report.

The priorities identified by the group were to improve access into the building and generally to use the voluntary sector more where possible to ease GP workload.

It was also agreed that a priority should be to use text messaging more where appropriate.

The main priorities identified by the staff were to continue to ensure patient satisfaction and keep waiting times to a minimum.

The action plan was developed in conjunction with the group.

Priority for action	Proposed Changes	Who needs to be involved?	What is an achievable time frame
Access into the building	Hand rail	Partners and practice manager	2013-2014
To use text messaging more	To set up systems for text messages	Staff and partners	2013-2014

The next meeting of the Patient Reference Group is planned for the 24th April 2013 at 7.00 p.m.

JAA
11/2/2014