

Bute House Medical Centre

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Bute House Medical Centre Patient Participation Group Report 2013-14

1. Establish a PRG comprising only of registered patients and use best endeavours to ensure PRG is representative

Age Profile for Bute House is as follows:

Patients 16-65 yrs = 5640 (86% of adults) Patients over 65 = 919 (14% of adults)

Gender Profile for Bute House for adults (16+): Female: 52.52% Male: 47.48 %

The ethnic breakdown of the demographics of Bute House Medical Centre consist of 16.9% British or Irish or Other White, 14.4% Asian/British Asian/Pakistani and 6.7% Carribean, Mixed ethnicity or African

The most prevalent LTCs at Bute House are diabetes, COPD and Ischaemic Heart Disease (IHD) the prevalence for Diabetes is: 6.4% COPD: 1.8% and IHD:2.6%

Our carer's register has 41 patients on it, although this is probably an under-representation as we have been encouraging carers to register. Currently this equates to 0.5% of the Bute House population.

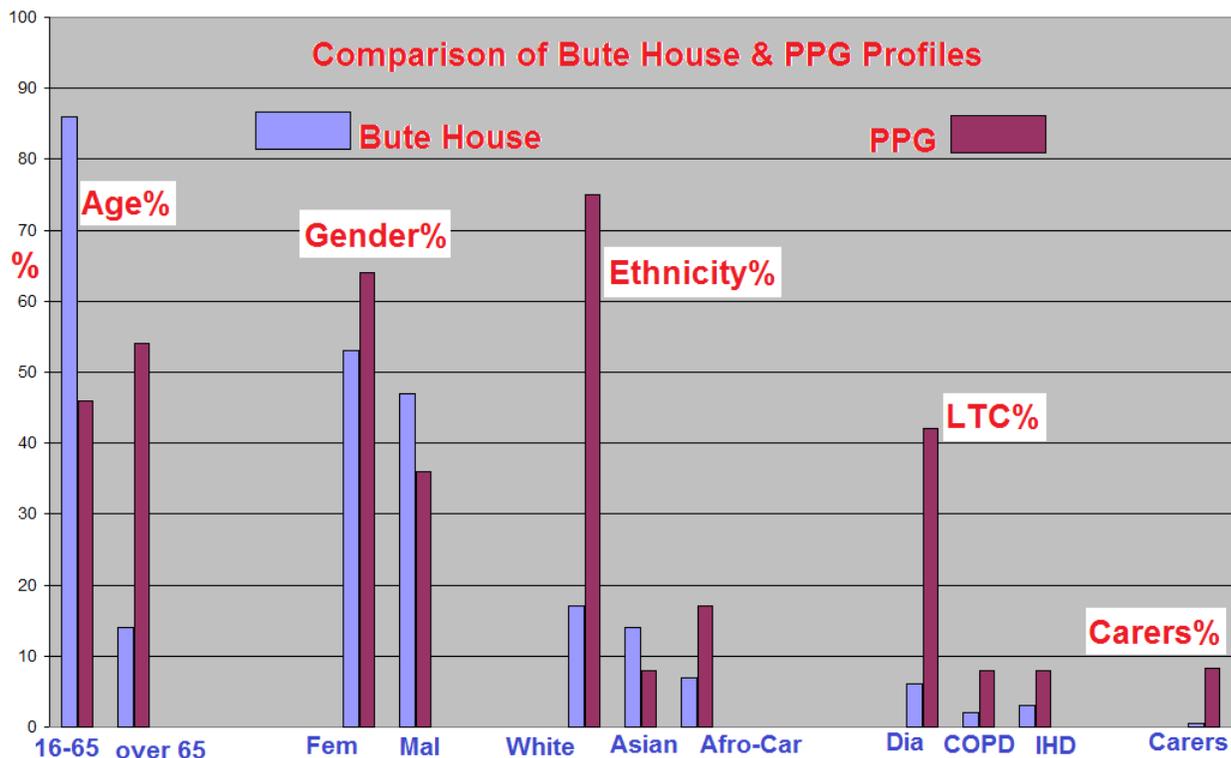
Age Profile of our PPG: under 65 = 5 (45.5%) Over 65 = 6 (54.4%)

Gender Profile of our PPG: Female: 63.63% Male: 36.37%

Ethnic breakdown of our PPG: (as a percentage for our PPG is): 75% British or Irish or Other White, 8.3% Asian/British Asian/Pakistani and 16.6% Carribean, Mixed ethnicity or African

Prevalence of LTCs (as a percentage of our PPG is): Diabetes is: 41.6% COPD: 8.3% and IHD:8.3%

Number of Carers in our PPG equates to: 8.3%



Age representation

Gender representation:

We have an over-representation of patients who classify themselves in the ethnic group of British white, but for Asian and African-Caribbean ethnic groups, there is a fair representation. We have a great over-representation of diabetes in our PPG and at the last PPG meeting there was a discussion about forming a separate LTC diabetic patient group for Bute House. Two members are looking into this.

We have a fair representation for Carers.

The doctors and nurses in the practice know their patients well and are all aware of the demographics of the PPG as they attend meetings regularly. They encourage patients to participate especially those from different ethnic backgrounds, younger age groups and those with LTCs such as COPD and IHD. They will discuss the PPG at the end of the consultation and ask for the patient's email address if they are interested. Our administration staff then email the patient with details of the next meeting and minutes of the previous meeting. We have posters in the building, including in Urdu and we have a link for the PPG on our website to encourage younger patients (who tend to use the internet more) to register. Our carer's noticeboard has a large notice about the PPG in a prominent position.

2. Agree with the PRG which issues are a priority and include these in a local practice survey

Two weeks before every meeting an email is sent out to PPG members asking them to bring issues to the meeting and these are put onto the agenda. The agenda is prioritised at the beginning of each meeting. Usually there are issues which roll over every month and, as such, need to be addressed through the “matter arising” section of the agenda and all actions have a member nominated against them. Dr Razzaq behaves as link to the CCG and feedbacks any developments at the PPG meetings. We have a quarterly newsletter outlining the priorities of the PPG group and an invitation for patients to contact the administrator if there are any issues they would like the PPG to look into.

The priorities for Bute House PPG are:

Access (making appointments, ease of access on the telephone, friendliness of receptionists)

Reducing the number of DNAs

Mobile phones in waiting rooms

Practice staff, especially clinical staff

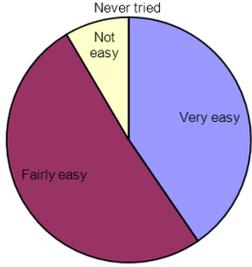
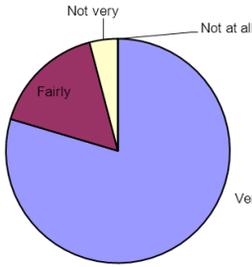
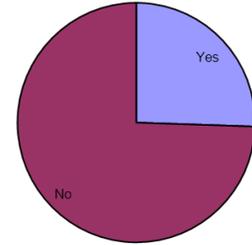
3. Collate patient views through local practice survey and inform PRG of the findings

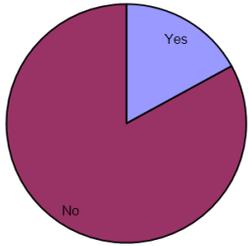
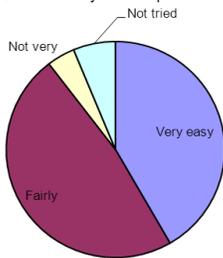
The Practice survey questions were discussed in two PPG meetings and the format adjusted so that the survey would fit onto one side of A4 paper with a relatively large space for comments.

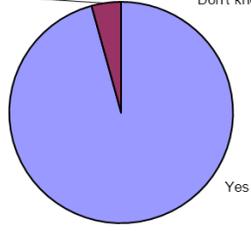
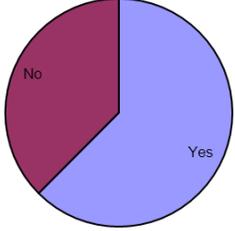
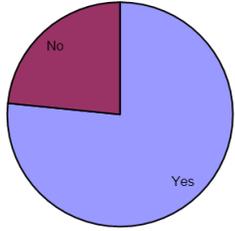
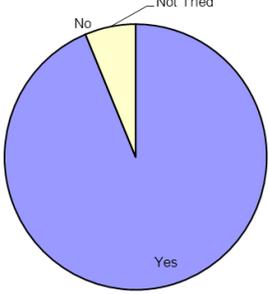
Over a two week period, all patients attending the practice for appointments with doctors and nurses or to collect prescriptions were asked to fill in a one-sided questionnaire

50 respondents from different age groups, ethnicities and LTCS, we did not get views from patients that did not attend the practice during that two week period

A summary of the survey results:

<p>Q1- How easy is it to get an appointment?</p> <table border="0"> <tr> <td>Very easy</td> <td>19</td> </tr> <tr> <td>Fairly easy</td> <td>24</td> </tr> <tr> <td>Not easy</td> <td>4</td> </tr> <tr> <td>Never tried</td> <td>0</td> </tr> </table>	Very easy	19	Fairly easy	24	Not easy	4	Never tried	0		<p>Q1- How easy is it to get an appointment?</p>  <table border="0"> <tr> <td>Very easy</td> <td>19</td> </tr> <tr> <td>Fairly easy</td> <td>24</td> </tr> <tr> <td>Not easy</td> <td>4</td> </tr> <tr> <td>Never tried</td> <td>0</td> </tr> </table>	Very easy	19	Fairly easy	24	Not easy	4	Never tried	0
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<p>Q2- How helpful is the reception staff?</p> <table border="0"> <tr> <td>Very helpful</td> <td>39</td> </tr> <tr> <td>Fairly</td> <td>8</td> </tr> <tr> <td>Not very</td> <td>2</td> </tr> <tr> <td>Not at all</td> <td>0</td> </tr> </table>	Very helpful	39	Fairly	8	Not very	2	Not at all	0		<p>Q2- How helpful is the reception staff?</p>  <table border="0"> <tr> <td>Very helpful</td> <td>39</td> </tr> <tr> <td>Fairly</td> <td>8</td> </tr> <tr> <td>Not very</td> <td>2</td> </tr> <tr> <td>Not at all</td> <td>0</td> </tr> </table>	Very helpful	39	Fairly	8	Not very	2	Not at all	0
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<p>Q3- Do you visit the practice web-site?</p> <table border="0"> <tr> <td>Yes</td> <td>12</td> </tr> <tr> <td>No</td> <td>35</td> </tr> </table>	Yes	12	No	35		<p>Q3- Do you visit the practice web-site?</p>  <table border="0"> <tr> <td>Yes</td> <td>12</td> </tr> <tr> <td>No</td> <td>35</td> </tr> </table>	Yes	12	No	35								
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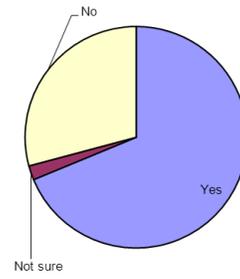
<p>Q4- Do you use our online services?</p> <p>Yes 8 No 39</p>		<p>Q4- Do you use our online services?</p>  <p>A pie chart representing the data for Q4. The 'No' category is the large dark red slice, and the 'Yes' category is the smaller blue slice.</p>
<p>Q4a- How do you use the online service?</p> <p>Order Prescriptions 5 Make Appointments 4</p>		<p>Q4a- How do you use the online service?</p>  <p>A pie chart representing the data for Q4a. The 'Order Prescriptions' category is the blue slice, and the 'Make Appointments' category is the dark red slice.</p>
<p>Q4b- Do you know that we have an on-line service?</p> <p>Yes 16 No 14 Never Tried 5</p>		<p>Q4b- Do you know that we have an on-line service?</p>  <p>A pie chart representing the data for Q4b. The 'Yes' category is the blue slice, 'No' is the dark red slice, and 'Never Tried' is the yellow slice.</p>
<p>Q5- How easy is it to speak to the GP?</p> <p>Very easy 20 Fairly 23 Not very 2 Not tried 3</p>		<p>Q5- How easy is it to speak to the GP?</p>  <p>A pie chart representing the data for Q5. The 'Very easy' category is the blue slice, 'Fairly' is the dark red slice, 'Not very' is the yellow slice, and 'Not tried' is the light blue slice.</p>
<p>Q6- How easy is it to see a GP?</p> <p>Very easy 18 Fairly 27 Not very 3 Not tried</p>		<p>Q6- How easy is it to see a GP?</p>  <p>A pie chart representing the data for Q6. The 'Very easy' category is the blue slice, 'Fairly' is the dark red slice, 'Not very' is the yellow slice, and 'Not tried' is the light blue slice.</p>

<p>Q7- Are you happy with the cleanliness of the building?</p> <p>Yes 45 No 2 Don't know</p>		<p>Q7- Are you happy with the cleanliness of the building?</p>  <p>A pie chart representing the responses to Q7. The largest slice is blue, labeled 'Yes', representing 45%. A very small red slice is labeled 'No', representing 2%. The remaining portion is white, representing 'Don't know' at 53%.</p>
<p>Q8- Do you know how to contact a GP when we are closed?</p> <p>Yes 30 No 18</p>		<p>Q8- Do you know how to contact a GP when we are closed?</p>  <p>A pie chart representing the responses to Q8. The blue slice, labeled 'Yes', represents 30%. The red slice, labeled 'No', represents 70%.</p>
<p>Q9- Have you heard of 111?</p> <p>Yes 36 No 11</p>		<p>Q9- Have you heard of 111?</p>  <p>A pie chart representing the responses to Q9. The blue slice, labeled 'Yes', represents 36%. The red slice, labeled 'No', represents 64%.</p>
<p>Q10- Are the instructions clear when you call us out of hours?</p> <p>Yes 45 No 0 Not Tried 3</p>		<p>Q10- Are the instructions clear when you call us out of hours?</p>  <p>A pie chart representing the responses to Q10. The blue slice, labeled 'Yes', represents 45%. A very small yellow slice is labeled 'Not Tried', representing 3%. The remaining portion is white, representing 'No' at 52%.</p>

Q11- Would you recoomend us to friends and family?

Yes	33
Not sure	1
No	14

Q11- Would you recoomend us to friends and family?



4. Provide PRG with opportunity to comment and discuss findings of local practice survey. Reach agreement with PRG of changes in provision and manner of delivery of services. Where the PRG does not agree significant changes, agree these with the AT

The minutes of the PPG meetings discuss the findings of the last survey and the action plan. We were surprised by the low numbers of patients who were unaware of how to contact a GP out of hours and so produced postcard sized leaflets with details of 111 and stapled them to all prescriptions during the autumn. We also advertised the website and online services on an A3 colour poster.

5. Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the AT

The action plan from the survey is discussed at each PPG meeting and a progress report updated. The action plan will be available on the quarterly newsletter created by the PPG.

6. Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement

The results from the Practice Survey are available on the Practice website
Butehousemedicalcentre.co.uk

Our website as well as the PPG newsletter and postcards we created all contain details of our opening hours.