

THORNBURY ROAD CENTRE FOR HEALTH PATIENT PARTICIPATION REPORT

PRACTICE POPULATION PROFILE

Thornbury road Centre for Health is located in Isleworth - Middlesex, an area with a predominantly middle-aged population and a diverse ethnic mix. We have a current patient population of approximately 6200. The Health Centre opens daily, Monday to Friday, between 08:30 and 18:30.

Practice Population Ethnicity

| | |
|--|--------|
| English - ethnic category 2001 census | 23.85% |
| Indian or British Indian - ethnic category 2001 census | 15.89% |
| Other White background - ethnic category 2001 census | 8.19% |
| British or mixed British - ethnic category 2001 census | 5.53% |
| White - ethnic group | 4.87% |
| Pakistani or British Pakistani - ethnic category 2001 census | 3.77% |
| Polish - ethnic category 2001 census | 2.65% |
| White Irish - ethnic category 2001 census | 2.59% |
| White British - ethnic category 2001 census | 2.49% |
| African - ethnic category 2001 census | 2.48% |
| Other Asian background - ethnic category 2001 census | 2.04% |
| Indian | 1.41% |
| White British | 1.38% |
| Irish - ethnic category 2001 census | 1.31% |
| White and Asian - ethnic category 2001 census | 1.21% |
| Caribbean - ethnic category 2001 census | 1.20% |
| Other | 14.39% |

Practice Population Age

| Age Range | Percentage |
|-----------|------------|
| 0 - 17 | 19.76% |
| 18 - 24 | 7.45% |
| 25 - 34 | 16.56% |
| 35 - 44 | 15.32% |
| 45 - 54 | 14.58% |
| 55 - 64 | 10.56% |
| 65 - 74 | 8.33% |
| 75 - 84 | 5.38% |
| 85+ | 2.06% |

Practice Population Gender

| | |
|--------|--------|
| Male | 47.17% |
| Female | 52.83% |

PRG PROFILE

DIFFERENCES BETWEEN THE PRACTICE POPULATION AND MEMBERS OF THE PRG

The Practice Virtual Patient Participation Group (PPG) was formed towards the end of 2011. To attract volunteers we put details on our website (including on-line application process), put up a poster in our Waiting Room, put details on our digital patient call system and

approached patients opportunistically in our waiting room over a one month period.

In excess of 90 patients signed up to our virtual patient participation group, with a cross section of ages, sexes and ethnic backgrounds. Out of the 90 patients that signed up, 43 patients responded to our online questionnaire.

Ethnicity of Questionnaire Respondents

a. White

| | |
|---|--------|
| English / Welsh / Scottish / Northern Irish / British | 67.44% |
| Irish | 4.65% |
| Gypsy or Irish Traveller | 0.00% |
| Any other white background | 16.28% |

b. Mixed / multiple ethnic groups

| | |
|----------------------------|-------|
| White and Black Caribbean | 0.00% |
| White and Black African | 2.33% |
| White and Asian | 0.00% |
| Any other mixed background | 2.33% |

c. Asian / Asian British

| | |
|----------------------------|-------|
| Indian | 9.30% |
| Pakistani | 0.00% |
| Bangladeshi | 0.00% |
| Chinese | 0.00% |
| Any other Asian background | 0.00% |

d. Black / African / Caribbean / Black British

| | |
|--|-------|
| African | 0.00% |
| Caribbean | 0.00% |
| Any other Black / African / Caribbean background | 0.00% |

e. Other ethnic group

| | |
|------------------------|-------|
| Arab | 0.00% |
| Any other ethnic group | 2.33% |

Age of Questionnaire Respondents

| | |
|------------|--------|
| Under 18 | 0.00% |
| 18 - 24 | 2.27% |
| 25 - 34 | 13.64% |
| 35 - 44 | 18.18% |
| 45 - 54 | 18.18% |
| 55 - 64 | 13.64% |
| 65 - 74 | 20.45% |
| 75 - 84 | 11.36% |
| 85 or Over | 0.00% |

Gender of Questionnaire Respondents

| | |
|--------|--------|
| Male | 34.09% |
| Female | 63.64% |

From the results, it can be noted that the virtual patient participation group was fairly representative. It was noted that there were some groups that were under represented or not represented at all.

Ethnicity:

- No representation from the black / African / Caribbean / Black British ethnic group.
- No representation from the Arab ethnic group
- Under representation from the Indian ethnic Group
- Over representation of White [within UK]

Age:

- No representation for the under 18 age group or over 85 age group
- Over representation for the 65-74 age group

Gender:

- Over representation of females compared to males

Although there were some discrepancies, the demographics of the patient participation group did not greatly diverge from the demographics of the general patient population. It was concluded that the difference between the demographics was a result of patient preference rather than lack of opportunity as all groups were targeted opportunistically and indiscriminately during the initial recruitment process. We considered other significant groups who use our service and should be represented, and decided to send paper copies of questionnaires to housebound patients. Out of the 10 sent out, 2 were returned.

SURVEY

The practice conducted a preliminary short questionnaire, on a random sample of patients in the waiting room over a 1 week period. Patients were asked to select which of the following areas they thought were high priority to be reviewed:

- Telephone access to the surgery
- Appointment Accessibility
- Opening Hours
- Waiting Times
- General Service
- Reception Service
- Any other suggestions

The questions were drawn up using the same format as the national patient satisfaction survey. Based on the preliminary short questionnaire results, the Practice Manager developed a set of questions which aimed to cover a few key areas in depth rather than multiple areas in less detail. We then held a meeting with the managers and partners and went over the questions as a group, made some amendments and added some extra questions based on suggestions made in the preliminary short questionnaire.

Once the survey draft had been finalised, we created an online version of the survey on our practice website. On 1.11.11 an e-mail was then sent to all patients that had signed up to the virtual patient participation group informing them that they survey was up and running, supplying the link to the survey and asking them to complete the survey at their earliest convenience. On 8.2.12 a further e-mail was sent supplying the same information and asking any non-responders to please fill in the survey asap. We also sent 10 paper copies of the questionnaire to housebound patients.

The results can be found in Appendix A of this document. The survey results were published on the practice website, and a link to the results was e-mail to all vPRG members.

ACTION PLAN

In March 2012 an internet discussion forum was set up on the 'My Health London' website. This was to create a platform on which the members of the virtual patient participation group could review the survey results, make suggestions for improvements that could be made to our service and discuss between themselves and with us as a practice.

An e-mail was sent out to all members of the vPRG informing them that the survey was closed and giving them the link to the discussion forum.

Unfortunately, even after two e-mail reminders, none of the vPRG members wrote in the forum.

A random selection of PRG group members was subsequently contacted by telephone to ask for their feedback on the survey and suggestions for improvements to our services.

A copy of the agreed action plan is attached.

LOCAL PATIENT PARTICIPATION REPORT

The patient participation report was published on the practice website in March 2012. A poster was put up in reception to advertise.

Please include a copy of the report and link to your practice website

<http://www.thornburymedicalpractice.co.uk/>

OPENING TIMES

The surgery is open:

Mon 8.30am - 6.30pm

Tues 7.30am – 12.30pm and 2.30 – 6.30pm

Wed 7.30am – 12.30pm and 2.30pm – 6.30pm

Thurs 7.30am – 6.30pm

Fri 7.30am – 12.30pm and 2.30pm – 6.30pm

The Doctors and Nurses are available for consultation during their surgery/ clinic hours which range from 7.30am to 6pm every day. Patients may see any doctor they choose, subject to availability. Patients can book appointments six weeks in advance either by phone or online via our website. We also have an on the day service for emergency appointments. Patients can phone reception on 020 8630 1036 from 8.30am-12.30pm and 2.30pm-6pm Monday to Friday.

The Practice also offers extended surgery appointment between 7.30 and 8.30am Tuesday to Friday.

When the surgery is closed calls are handled by Harmoni Out-of-Hours service. Patients can access Harmoni by calling the practice telephone number out of hours, which gives them the Harmoni contact information.