



***The Microfaculty***

Health and Interprofessional Learning

***The Microfaculty***

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## Local Patient Participation Report

Contents of this template will form the basis of information required for publication on the practice website by 31<sup>st</sup> March of each year (2012 & 2013). The completed template should be submitted to the PCT to satisfy requirements for annual reporting. If the practice has not completed all steps, it must still report any progress made to quality for payment.

### 1. Validate that the patient group is representative

#### Practice Population Profile: 4346

Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:

| Age                   | Sex                          | Totals For All Ethnicities |
|-----------------------|------------------------------|----------------------------|
| 3820 (Under 65 years) | 1955(Female)/<br>1865 (Male) |                            |
| 526 (Over 65 years)   | 297 (Female)/<br>229 (Male)  |                            |

| <b>2001 Census Ethnicity Read Code</b>                               | <b>Count</b> | <b>%</b>   |
|--|--------------|------------|
| (XaJQv) British or mixed British - ethnic category 2001 census       | 1784         | 41         |
| (XaJQx) Other White background - ethnic category 2001 census         | 659          | 15         |
| (XaJR3) Pakistani or British Pakistani - ethnic category 2001 census | 574          | 13         |
| (XaJR2) Indian or British Indian - ethnic category 2001 census       | 374          | 9          |
| (XaJR7) African - ethnic category 2001 census                        | 318          | 7          |
| (XaJR6) Caribbean - ethnic category 2001 census                      | 223          | 5          |
| (XaJR5) Other Asian background - ethnic category 2001 census         | 161          | 4          |
| (XaJR4) Bangladeshi or British Bangladeshi - ethn categ 2001 census  | 98           | 2          |
| (XaJQw) Irish - ethnic category 2001 census                          | 32           | 1          |
| (XaJR9) Chinese - ethnic category 2001 census                        | 28           | 1          |
| (XaJQz) White and Black African - ethnic category 2001 census        | 21           | 1          |
| (XaJR8) Other Black background - ethnic category 2001 census         | 18           | 1          |
| (XaJQy) White and Black Caribbean - ethnic category 2001 census      | 16           | <1         |
| (XaJRB) Ethnic category not stated - 2001 census                     | 14           | <1         |
| (XaJR1) Other Mixed background - ethnic category 2001 census         | 12           | <1         |
| (XaJR0) White and Asian - ethnic category 2001 census                | 8            | <1         |
| (XaJSg) Any other group - ethnic category 2001 census                | 6            | <1         |
| <b>TOTALS</b>  | <b>4346</b>  | <b>100</b> |

The above represent searches on The Microfaculty System One Clinical Software on 27<sup>th</sup> March 2012

The Patient Reference Group data is presented graphically below

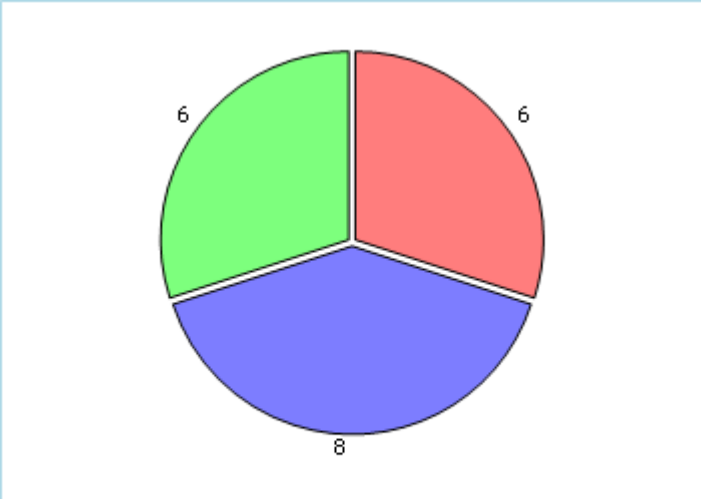
PRG profile: **PPG & Survey Results Report**

**Patient Reference Group**

The patient group comprises 20 members

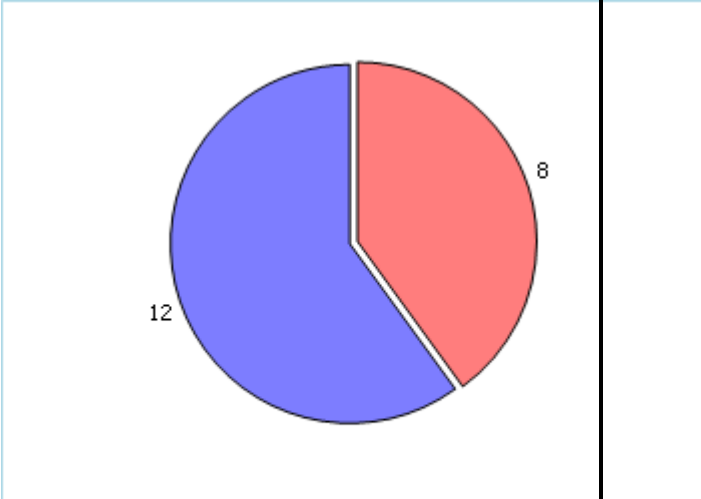
**Distribution Details**

**Attendance**



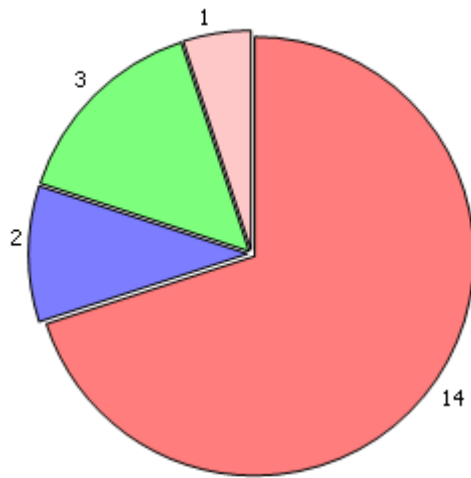
- Often (6)
- Occasional (8)
- Very Rare (6)

**Gender**



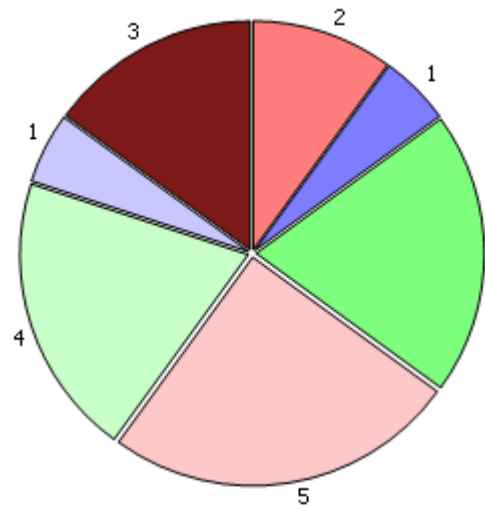
- Female (8)
- Male (12)

## Ethnicity



- White British (14)
- Indian (2)
- Pakistani (3)
- Other (1)

## Age



- Under 16 (2)
- 17 - 24 (1)
- 25 - 34 (4)
- 35 - 44 (5)
- 45 - 54 (4)
- 55 - 64 (1)
- 65 - 74 (3)

## Survey Results

Show how the practice demonstrates that the PRG being is representative by providing information on the PRG profile

The numbers are obviously very skewed by the small sample size of 20 patients.

The Age Profile of the PRG matches the Practice Demographics

The PRG Ethnicity Profile approaches that of the Practice Demographics but again there is variance.

Again Allowing for the small numbers, the PRG Gender profile is close to the 50% practice representation.

Describe variations between the practice profile and the PRG group and the efforts the practice has made to reach any groups not represented.

The variances are noted above and in practice experience match the kind of discrepancies in inhouse and external profile. We have explained the PRG enrolment process to all patients at reception and even explained the simple procedure to patients in their own language. This is especially true in South Asian ethnicity groups.

Process used to recruit to the PRG group

Starting in January 2011, leaflets and enrolment forms were given to all clinicians to hand out and explain the benefits of PRG Feedback. Similarly, all patients were given these documents by reception staff with, if necessary, a verbal explanation. In addition, the practice heavily promoted the practice website [www.microfaculty.co.uk](http://www.microfaculty.co.uk) as another convenient means of joining.

## **2. Validate the survey and action plan through the local patient participation report**

### **Survey**

Describe how the priorities were set:

Generally domains were kept simple and in line with our prior patient surveys both commissioned by us as part of QoF and also those remotely done by the Department of Health.

Emails were sent out to PRG participants to solicit their views and ask if they had any further suggestions to promote their “ownership” of survey questions especially with respect to raising issues that mattered to them.

Describe how the questions were drawn up:

Having actively emailed PRG participants with a proposed list of questions we encouraged modification rewording or even completely new areas to cover either by return email or other channels.

The practice discussed the questions with staff having had the views of patient. Both sets of feedback generated the final set of questions.

The final questions, generally consistent with the original set were used.

How was the survey conducted?

The survey was conducted electronically. Also ,forms were given who did not have email addresses.

We did try to facilitate access to the survey by those whom did not have ready access to a computer either at the practice or through relatives who did.

Survey results are presented on the surgery website.

What were the survey results?

These are presented on the website :[www.microfaculty.co.uk](http://www.microfaculty.co.uk)

#### **Action plan**

How was the action plan agreed with the PRG?

The PRG were alerted to the publication of the report by email.

A draft report with an Action Plan was sent to them and comments were solicited.

Any areas of disagreement

There were no areas of disagreement noted or suggested amendments received.

Are there any contractual considerations to the agreed actions?

NONE

#### **Local patient participation report:**

Where was the report published?

**Practice website: [microfaculty.co.uk](http://www.microfaculty.co.uk)**

Describe how the results of your survey were advertised and circulated.

The results of the survey report are to be presented at the practice in the waiting area and on the Reception Desk.

The electronic link was also presented to PRG and PPG participants by email.

It is signposted in reception that Surgey Requests are available in Paper Format if requested.

Include a copy of your full practice report

**Opening times:**

|                  |                    |                    |
|------------------|--------------------|--------------------|
| <b>Monday</b>    | <b>7:30am-1pm</b>  | <b>2:00-6:30pm</b> |
| <b>Tuesday</b>   | <b>7.30am -1pm</b> | <b>2:00-6:30pm</b> |
| <b>Wednesday</b> | <b>8:00am-1pm</b>  |                    |
| <b>Thursday</b>  | <b>7:30am-1pm</b>  | <b>2:00-6:30pm</b> |
| <b>Friday</b>    | <b>7:30am-1pm</b>  | <b>2:00-6:30pm</b> |

Confirm opening times and out of hours arrangements included within the report

**Out of Hours: The Partnership of East London Co-operative (PELC).**  
**This Service is commissioned by Outer North East London Primary Care Trust.**

**Phone no: 0845 0750497**

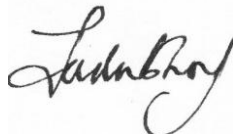
**6.30pm-8am during weekdays and all weekends and Bank holidays.**

Name of Practice : **The Microfaculty**

F: Code **86638**

Lead GP **Dr Shahid DADABHOY**

Signature:



Date: **27/03/2012**

