

Oxford Road Medical Centre

Local Patient Participation Report

Total Practice Population

Age								
Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
860	491	590	561	586	499	365	204	66

Gender	No.
Male	2149
Female	2073

As far as is recorded

Ethnicity											
White British	Irish	Mix Caribbean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Caribbean	African	Chinese	Other
3238	27			9	6	138	78		4	17	4

Specific care groups e.g. nursing homes, learning disabilities, drug users, carers

Specific Care Group	No. of Patients
Nursing / Care Home	27
Learning Disabilities	24

Patient Reference Group

Breakdown of the Patient Reference Group membership below:-

Age								
Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
0	1	7	12	7	6	9	6	2

Gender	No.
Male	23
Female	27

Ethnicity											
White British	Irish	Mix Caribbean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Caribbean	African	Chinese	Other
43						4	2				1

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Specific care groups e.g. nursing homes, learning disabilities, drug users, carers

Specific Care Group	No. of Patients
Nursing / Care Home	1
Disabled	1
Learning Disabilities	2

Apart from the under 24 age group, we do not feel that there is a great variation between the practice population and the Patient Reference Group membership.

Patients from specific care groups were asked if they wished to participate.

Leaflets had been left in reception asking for volunteers and the receptionists also asked patients attending for appointments.

Emails were sent out to all patients who expressed an interest in becoming a member of our virtual patient participation group.

We based our questions on comments which had been made by patients over the previous year.

Once we had a list of volunteers, we emailed/posted out a list of questions relating to various issues around communication, repeat prescribing, practice premises, GP trainees and complaints and asked for comments on the suitability of the questions and if they wished to include any others.

As we received no replies, we assumed that these questions were suitable and a survey was drawn up.

As very few surveys were received back through the post or by email in the previous year, we handed out copies of the survey to each patient who attended the surgery over a two week period.

We collected the survey replies until 150 had been received.

The survey was analysed in house and the results were translated into graph format.

The results and report can be found on the practice website in the "Our Survey Results" section. A Survey Results Leaflet can also be obtained from Reception.

The results of the survey were first discussed during a practice meeting and action points discussed.

These results were sent out to all participants who were asked to comment on the results/action plan and our replies to the results.

There are still issues concerning access by wheelchair to certain surgeries in the building which, due to the layout, can be very difficult to address and would entail a great deal of building work to rectify. However, this is not a significant problem and does not affect patient care.

The automatic sliding door in the entrance to the building has now been installed and is providing much easier access for disabled patients.

The Practice is open between 8.00 am and 6.30 pm – Monday to Friday.

Appointments can be made either online, by automatic 24 hour telephone booking, by speaking to a receptionist on the telephone or by visiting the surgery.

The practice offers extended hours access from 6.30 pm – 8.00 pm on either Monday or Tuesday each week.

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ACTION PLAN

Action	By	Review
Spot checks on medication ordering by Chemists	Immediately	1 Year
Appointment confirmations by text	ASAP	6 Months
Review Practice Website on a quarterly basis and update where necessary	Every 3 months	6 Months