

Oxford Road Medical Centre

Local Patient Participation Report 2014

Total Practice Population - 4232

Age								
0-16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
868	457	613	535	594	502	381	209	73

Gender	No.
Male	2133
Female	2099

As far as is recorded

Ethnicity											
White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	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	21
Learning Disabilities	23

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	2	4	12	5	8	10	5	2

Gender	No.
Male	21
Female	27

Ethnicity											
White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	African	Chinese	Other
41	1			1	2	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	2
Disabled	1
Learning Disabilities	1

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.

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, we emailed/posted out a list of questions relating to various issues around access to doctors and nurses, communication, repeat prescribing and GP trainees and asked for comments on the suitability of the questions and if they wished to include any others.

As we received very few replies, we assumed that these questions were suitable and a survey was drawn up.

As only a 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.

ACTION PLAN

Action	By	Review
Review demand for appointments regularly and adjust sessions accordingly	Immediately	6 Months
Ensure patients are aware of appointment booking by telephone and online	ASAP	6 Months
Carry out spot checks to ensure Pharmacists ordering repeat prescriptions are only ordering what is required by the patient	Every 3 months	6 Months