

Oxford Road Medical Centre

Local Patient Participation Report 2015

Total Practice Population - 4275

Age								
0-16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	
877	447	633	514	609	502	395	298	

Gender	No.
Male	2168
Female	2107

As far as is recorded

Ethnicity											
White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	African	Chinese	Other
3360	29	2			8	125	83		2	18	79

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

Specific Care Group	No. of Patients
Nursing / Care Home	32
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+
				2	3	1		

Gender	No.
Male	2
Female	4

Ethnicity											
White British	Irish	Mix Carribean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Carribean	African	Chinese	Other
6											

All patients were invited to attend an initial open night to discuss the setting up of a patient participation group. The invitations were given out in the form of a leaflet at reception, text messages were sent to all patients and posters were put up in the waiting room. Only 6 people attended and these people have since joined the PPG.

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Review of Patient Feedback

A practice survey was carried out and the responses were collated. We also took on board the comments made during the PPG meetings.

ACTION PLAN

Action	Action Taken	Results
Review demand for appointments regularly and adjust sessions accordingly	We have attended workshops and meetings carried out with the Primary Care Foundation and have taken on board their recommendations and adjusted our appointment systems accordingly. A further audit is to be carried out to monitor the results.	We have made more urgent appointments available on the day of request
Ensure patients are aware of appointment booking by telephone and online	Leaflets are available and patients are advised when appropriate	Patients can book an appointment 24 hours per day, 7 days per week on the telephone and online. This is publicised in our practice booklet and in leaflets
Carry out spot checks to ensure Pharmacists ordering repeat prescriptions are only ordering what is required by the patient	The practice were already carrying out spot checks with patients but this became part of the Medicines Management Scheme for 2014/15. The Pharmacies now have to sign to confirm that the patients have been contacted and spot checks are still carried out to ensure there is no over-ordering. Those pharmacies who are not conforming to the rules are reported to the Medicines Management Board.	Over-ordering of medications has been reduced although this is still not 100% efficient. The practice is changing to EPS in March and hopefully this will reduce some of these problems. We publicise the difficulties in over-ordering in most of our practice newsletters and a message is shown on the right hand side of prescriptions