

Oxford Road Medical Centre

Local Patient Participation Report 2016

Total Practice Population - 4419

Age								
0-16	16-24	25-34	35-44	45-54	55-64	65-74	75-84	85+
946	425	688	527	600	531	409	215	78

Gender	No.
Male	2227
Female	2192

As far as is recorded

Ethnicity											
White British	Irish	Mix Caribbean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Caribbean	African	Chinese	Other
3464	23	2	1	5	7	136	89	2	1	12	71

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

Specific Care Group	No. of Patients
Nursing / Care Home	36
Learning Disabilities	33

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 Caribbean	Mix African	Mix Asian	Indian	Pakistani	Bangladeshi	Black Caribbean	African	Chinese	Other
6											

All patients are invited to attend the patient participation group. Posters are placed in the waiting room, requests for new members are made on our newsletter and there is an invitation on our website. The GPs are also actively trying to recruit new members.

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Review of Patient Feedback

The members of the PPG met on the following dates:

19 May 2015

18 August 2015

11 November 2015

ACTION PLAN

Action	Action Taken	Results
Review demand for appointments regularly and adjust sessions accordingly	In accordance with the meeting with the Primary Care Foundation and regular reviews, appointment availability is amended as and when required.	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
To put together a file to be placed in the waiting room with important information for patients	One member of the PPG is to liaise with a member of staff to put this file together.	Ongoing