



Framfield Road  
Uckfield  
East Sussex  
TN22 5AW

**Stage one – validate that the patient group is representative**

<b>Practice population profile</b>		7869	
Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:			
<b>Age</b>	<b>Sex</b>		<b>Ethnicity</b>
	M	F	Mainly white British
5-15	483	3833	3986
15-25	1009		
25-35	931		
35-45	1148		
45-55	1392		
55-65	911		
65-75	662		
75-85	367		
>85	126		
<b>Other</b> (eg working patterns of patients, no. of carers etc) 50 carers recorded			
<b>PRG profile</b>			
Show how the practice demonstrates that the PRG being is representative by providing information on the PRG profile			
<b>Age</b>	<b>Sex</b>		<b>Ethnicity</b>
	M	F	Mainly white British
20-39	1	1	
40-59	1		
60-69	2	1	
70+	1		
<b>Other</b>			
<b>Differences between the practice population and members of the PRG</b>			
Describe variations between the group and what efforts the practice has made to reach any groups not represented			

The practice endeavoured to recruit patients based on the overall practice demographics and a Virtual Group was established with open and continuing recruitment although it is very early days yet..

How did the practice ensure that every effort was made to get a representative number of patients on the group?

The practice endeavoured to recruit patients based on the overall practice demographics.

## Stage two – validate the survey and action plan through the local patient participation report

<b>Survey</b>
<p>Describe how the priorities were set</p> <p>We used the standard Patient Survey from CFEP UK Surveys Ltd to ensure the survey covered as many aspects as possible. This would also provide some benchmark data.</p>
<p>How were the views of registered patients sought?</p> <p>Anonymous forms handed out to patients attending for appointments, notices on the website and posters displayed.</p>
<p>How were the questions were drawn up?</p> <p>Standard questionnaire as used by other practices in the CCG</p>
<p>How was the survey conducted?</p> <p>The survey start date was agreed and questionnaires were handed out to every patient attending for an appointment until all forms had been handed out . The responses were collected and then sent to CFEP for analysis.</p> <p>We received 200 responses . This complies with the DoH guidelines of 25 per 1000 patients.</p>
<p>What were the survey results?</p> <p>Our overall score of 87% rating us good, very good or excellent compares well with the national average and puts us in the top 25% of all practices which is very pleasing.</p> <p>In general terms we were delighted with the result although disappointed in some below average scores. We are always looking for areas to improve on in our efforts to strive towards excellence.</p> <p>There is clearly a very high level of satisfaction with the care we provide, but it is reach the point of care that is where patients express concern. As Uckfield continues to grow its population we need to look at improving access and wish to work with our PRG and CCG on this.</p>
<b>Action plan – see below</b>
<p>How did you did you agree the action plan with the PRG?</p> <p>It was sent out to all PRG members and a summary will be included in the next newsletter.</p>

<p>What are the main findings/ proposals that can be implemented?</p> <p>To investigate ways of improving the appointment system, including more provision for online appointments.</p>
<p>What are the findings/ recommendations that will not be implemented? Please include reasons?</p> <p>None</p>
<p>What are the actions that the practice intends to take / has taken in respect of the findings?</p> <p>See action plan</p>
<p>Are there any contractual considerations to the agreed actions?</p> <p>Not to our knowledge</p>
<p><b>Local patient participation report</b></p>
<p>Please describe how the report was advertised and circulated</p> <p>Copied to all PRG members Complete report uploaded to practice web site Posters in both waiting rooms Copies to all clinicians and staff</p>
<p><b>Opening times</b></p>
<p>Confirm opening times of the practice premises and method of obtaining access during core hours (Mon to Fri 8am to 6.30pm). This should include arrangements under extended hours where applicable.</p> <p>The surgery is open Monday to Friday 08.00 18.30</p> <p>The surgery is contactable by telephone Monday to Friday (no exceptions) 08.00 to 12.30 and 13.30 to 18.00</p> <p>The surgery provides pre bookable appointments outside of the standard surgery hours on Wednesday mornings from 07.45 and on Monday, Wednesday and Thursday evenings until 20.00</p>

### Action Plan

Priority For Action	Proposed Way Forward	Who Needs to be Involved	Time Scale
Appointment System	<p>Details of any changes are subject to further investigation and discussion.</p> <p>Additional data to be collected to identify what can be changed and how.</p>	PRG, GPs, staff	<p>Agreement of the data collection by end Q1 2012.</p> <p>Suggestions for change Q2 2012</p>
Online Appointments	Assess the mix of online/offline appointments	Practice Manager and GPs	Q2 2012