

The Northolme Practice

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Patient Participation Report

1. Profile of practice population and PPG

PRACTICE POPULATION

The Northolme Practice is a well established training practice in an urban part of Calderdale. The practice has a population of over 13,500 patients. There are currently 5 GP Partners and 1 Salaried GP at the practice along with a Nurse Practitioner, Practice Nurses and Health Care Assistant.

The practice operates across two sites at Kos Clinic and Northowram. The practice area serves patients living in Hipperholme, Lightcliffe, Norwood Green, Bailiff Bridge, Hove Edge, Northowram, Shelf and Stump Cross. Patients can register and be seen at either of the practice sites.

The practice population includes a mix of social backgrounds and there are no areas of high deprivation across the practice. The practice has a very low number of patients from ethnic minority groups which is borne out with national data.

PATIENT PARTICIPATION GROUP

The Patient Participation Group has been re-established following a publicity campaign. From the patients who have volunteered and completed a questionnaire, the following information has been established:

- The Patient Participation Group covers a wide range of ages
- There is a well balanced representation of male and female patients
- A large proportion of patients in the Group are not from an ethnic minority group
- The Group has a representation of patients who have a disability
- The Group has representation from patients who are carers

In order to try and engage with a cross section of patients not represented in the Group, the practice has:

- The Practice has written to a random selection of patients from an ethnic background inviting them join the Group
- Working with Health Visitor who has contact with young families and groups to target the younger population

Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:

Practice population profile	PRG profile	Difference
Age		
% under 16 19.1%	% under 16 0%	This group is not represented on the PRG group. The age limit of the group is 16 and over
% 17 – 24 7.9%	% 17 – 24 8.3%	
% 25 – 34 10.3%	% 25 – 34 8.3%	
% 35 – 44 15.1%	% 35 – 44 8.3%	
% 45 – 54 15.7%	% 45 – 54 8.3%	
% 55 – 64 12.8%	% 55 – 64 25%	
% 65 – 74 10.2%	% 65 – 74 33%	
% 75 – 84 6.2%	% 75 – 84 8.3%	
% over 84 2.5%	% over 84 0%	This age group is not represented on the Group
Ethnicity		
White	White	
% British Group 31%	% British Group 90%	
% Irish 0.3%	% Irish 0%	
Mixed	Mixed	
% White & Black Caribbean 0.1%	% White & Black Caribbean 0%	
% White & Black African 0.08%	% White & Black African 0%	
% White & Asian	% White & Asian	

Practice population profile	PRG profile	Difference
0.08%	0%	
Asian or Asian British	Asian or Asian British	
% Indian 0.1%	% Indian 0%	
% Pakistani 0.3%	% Pakistani 0%	
% Bangladeshi 0.01%	% Bangladeshi 0%	
Black or Black British	Black or Black British	
% Caribbean 0.01%	% Caribbean 0%	
% African 0.08%	% African 0%	
Chinese or other ethnic group	Chinese or other ethnic group	
% Chinese 0.1%	% Chinese 0%	
% Any other: Other White European/European unsp/Mixed European 0.007%	% Any other 8.3%	
% unknown, not stated or refused 64.9%	% unknown, not stated or refused 8.3%	
Gender		
% Male 49.3%	% Male 41.6%	
% Female 50.6%	% Female 58.3%	
Differences between the practice population and members of the PRG.	The practice is trying to engage with patients who are from an ethnic background by personally writing to a random selection of patients and inviting them to join the group	

TYPE OF GROUP

The Patient Participation Group has been recruited from a publicity campaign which included the following advertising:

- Posters and patient leaflets in waiting rooms
- Posters and leaflets in local shops and pharmacies by approaching in person
- Practice Staff awareness and promotion

- Practice Newsletter
- Practice website
- Slips on repeat prescriptions
- Written invitations to the previous Patient Participation Group Members inviting them to join the Group.
- Letter and leaflets sent to a random selection of patients from ethnic minority groups extending an invitation to join the group.

The Patient Participation Group and the Practice have agreed to meet quarterly at either of the surgery sites. The meetings are held early evening.

All communication with members will take place via email or post.

2. Local practice survey

The practice is not claiming component 2 in 2011/12

In 2012/13 the practice will work with the Patient Participation Group to open discussions and identify priority areas that affect patients. When priority areas have been agreed, the practice will work with Group to agree and develop a patient survey.

The results of the patient survey will be analysed and discussed with the Practice and Patient Participation Group. The Practice and Group will develop an action plan based on the results of the survey. The results will be published and shared with the larger practice population

3. Action Plan

The practice is not claiming component 3 in 2011/12

The practice will be working on an action plan in 2012/13 based on the survey results.

4. Progress made with the action plan

The practice is not claiming for component 4 in 2011/12

5. Confirmation of the opening times

The practice is not claiming component 5 in 2011/12

6. Availability of information

This Patient Participation Group report to outline the work which has been started in recruiting a Group will be shared with the following:

- Primary Health Care Team at the Practice
- Patient Participation Group
- Copies available in the surgery and on the notice boards
- On the Practice Website
- Calderdale Primary Care Trust
- CQC at the time of inspection and registration