**HEATHFIELDE MEDICAL CENTRE**

**PATIENT REFERENCE GROUP REPORT**

**MARCH 2014**

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**Also available at** [**www.heathfieldemedicalcentre.nhs.uk**](http://www.heathfieldemedicalcentre.nhs.uk)

This Section of the report summaries Heathfielde Medical Centre Patient Reference Group (PRG) in 2013/2014

It contains:

1.Profile of Practice Population

2.Profile of PRG

3.Process used to recruit out PRG

4.Priorities for the 2013/14 patient survey and how they were

agreed

5. Method and results of patient survey

1. **Profile of Practice Population**

The Practice is located in North London in Hampstead Garden Suburb.

The Practice is made up of 6 Partners (2 Male and 4 Female), Nurses and a Healthcare Assistant.

The Practice List size is 7300 patients of which…..are Males and…..are Females

The Practice offers disabled access and has toilet facilities for the disabled.

The local population is predominantly of white ethnicity with English being the main First Language. The area has an ageing population.

1. **Patient Reference Group Profile**

**17 Members and still growing**

**Men – 7**

**Women – 10**

**Age Groups**

**17-40 = 0**

**41-50 = 1**

**51-60 = 0**

**61-74 = 7**

**75+ = 6**

Regretfully, the Practice has had difficulty in attracting a younger Reference Group for 2 reasons:

1. Area has high ageing population
2. Younger patient population are professionals with high end jobs and little time
3. Most local young populi have access to private medical insurance

**3 Process used to recruit to our Patient Reference Group**

The group has Notices in the waiting room. There is information contained within the newsletter and there is information on the website. The Practice Manager co-ordinates the Patient Reference Group. Newly Registered patients are invited to join the PRG when joining the practice. The PRG has decided to invite patients using email newsletters and invitations to join the PRG. Practice is considering

There are gaps in our current demographic mix which is difficult to address, as mentioned above. The Practice newsletter always advertises for new members to join.

The next meeting is in April 2014

**4 Priorities for the 2013/14 patient survey and how they were agreed**

The PRG felt that it was important to have a mix of patients in the differing age groups. The survey was accordingly given out to a number of patients, all of whom in differing age groups. The survey results did lead on to other areas of the practice which the Patient Reference Group discussed.

**5 Method and results of patient survey**

After careful analysis of the differing surveys available for the PRG and Practice to use, it was decided to use the company cfep surveys UK as this company’s questionnaire was encompassing what the PRG were looking for.

The survey was carried our between January 2014 to mid-March 2014.

**For Full Survey results please see Survey Results, Findings and Action Plan**