

**ANNUAL PATIENT PARTICIPATION GROUP  
(INCLUDING VIRTUAL GROUP MEMBERS)  
REPORT 2014/15**

**INTRODUCTION**

Below are details of our patient Participation Group demographics and information for potential new members, details of objectives agreed for next year in the form of an action plan.

**REPORT**

**A summary of the demographics of the Patient Reference Group and a comparison to the matching practice patient demographic data**

**MANOR HOUSE SURGERY  
PATIENT PROFILE  
JAN 2015**

Age	No of patients registered	
	2014-15	2013-14
Under 16	1385	1470
16 - 24	858	812
25 - 34	968	964
35 - 44	836	844
45 - 54	1220	1207
55 - 64	1008	966
65 - 74	877	874
75 - 84	612	609
85 and over	226	218
<b>Total number of registered patients</b>	7990	7964

**Ethnicity**

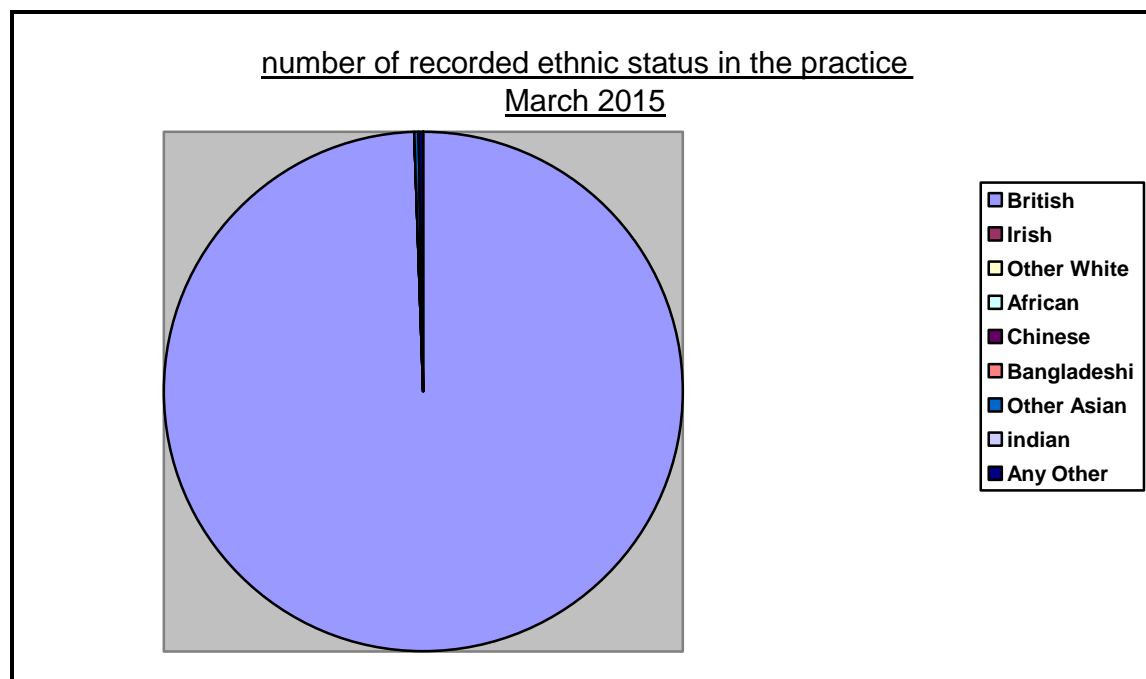
According to Redcar & Cleveland's Area Profile of the Greater Eston (JSNA) Area; the non-white population of this area is below the Tees Valley and national average. Although South Bank & Grangetown in particular are home to the highest concentration of ethnic minorities in the borough, in national terms ethnic minorities are significantly under-represented.

In the 1991 census, ethnic minorities accounted for 1.5% of the population of Greater Eston whereas they accounted for 5.6% of the British population as a whole. The single largest group within the area are those with Asian origins. There is also a significant Gypsy

settlement in the area.

Total coded = 2694 which equates to 33.7% of the practice population

Ethnicity groups for coding	Numbers coded	Percentage of coded groups	Percentage of practice population
White British	2288	85	38.6
Irish	3	0.11	0.03
White other	52	1.9	0.7
Black Caribbean	0	0	0
Black African	1	0.03	0.01
Black Other	0	0	0
Chinese	1	0.03	0.01
Other Asian (not Chinese)	0	0	0
Mixed Race	0	0	0
Bangladeshi	0	0	0
Pakistani	0	0	0
Indian	2	0.07	0.01
Polish	1	0.03	0.01
Any other	347	12.8	4.34

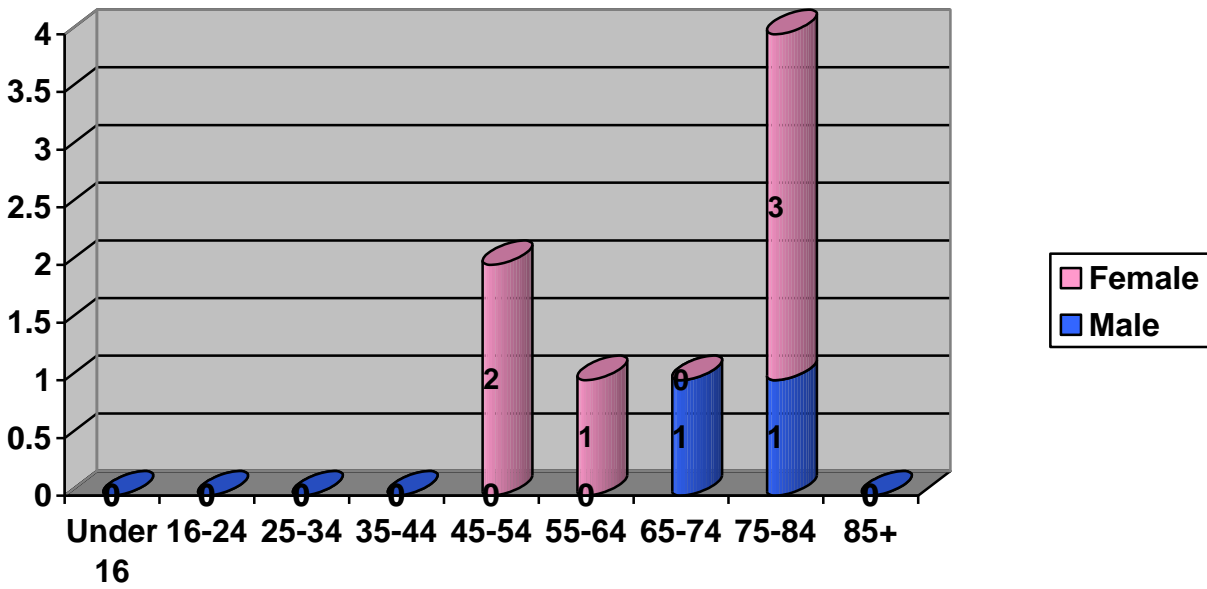


As the numbers are so small, it is difficult to illustrate the percentages in the above table (almost 1% - non white-British).

### Carers

The practice currently has 246 carers registered with the practice which equates to 3% of the

### Patient Participation Group Member Profile Age/Sex bands March 2015

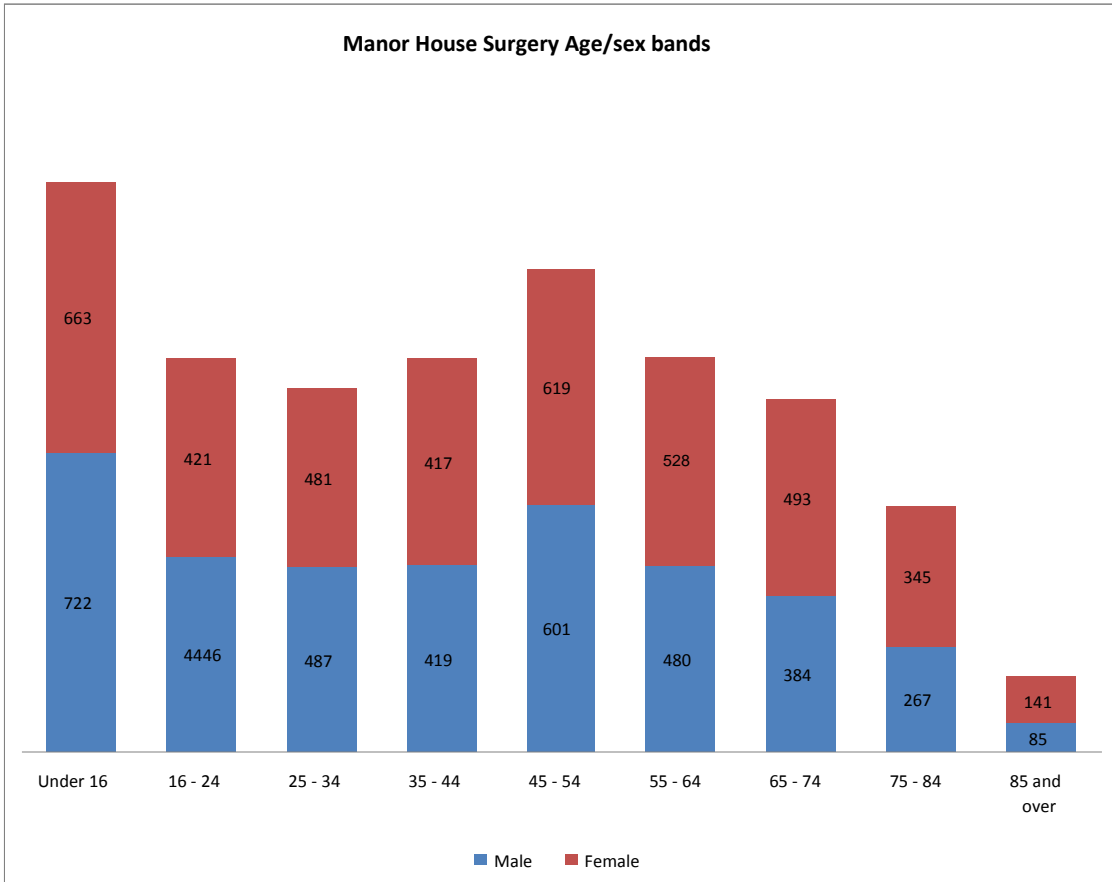


Almost 2% of our Patient Participation Group represents non White-British compared to just under 1 percent of the recorded practice ethnic origins – It would be fair to say that the PPG is representative of the populations' ethnicity.

**B. Information available for potential new members**

# Patient Participation Group

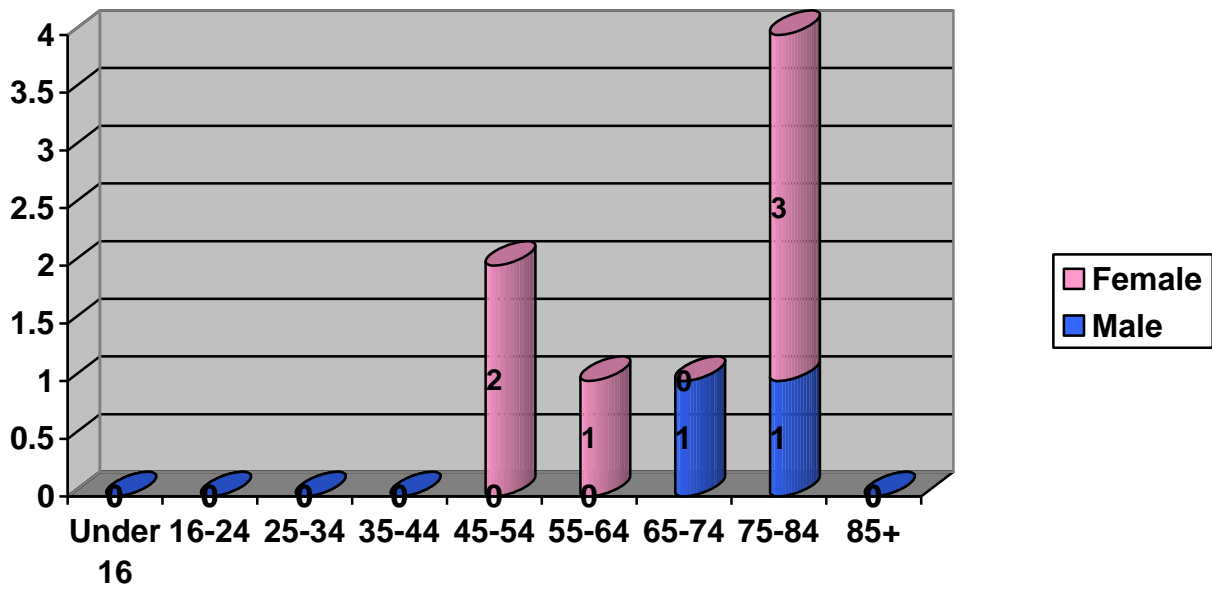
Graph 1



Above is a profile of the age and sex of our patients currently registered with the practice.

Graph 2

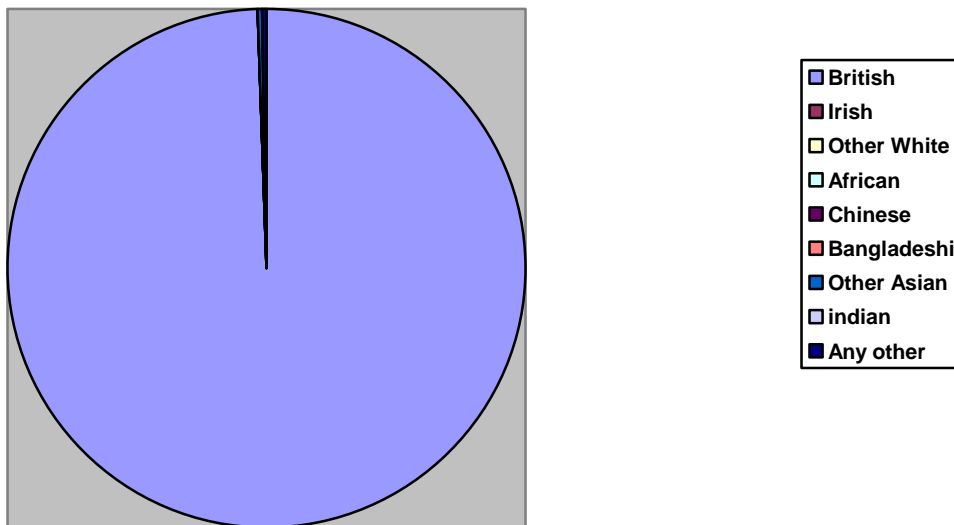
**Patient Participation Group Member Profile**  
**Age/Sex bands March 2015**



Above is a profile of the age and sex of our patients currently registered with our Patient Participation Group.

Graph 3

**number of recorded ethnic status in the practice**  
**March 2015**



Out of our registered population, we currently have a record of ethnicity for 2694 patients (aiming to reach 100%). Above is an illustration of the ethnicity recording of our patients.

As is evident, the majority of the patients providing information about their ethnicity claim to be British with a minority being Irish, African, Chinese, Bangladeshi, Indian, Other White, Other Asian, Polish and Any Other.

It is easy to see that our group does not represent our practice population.

**We would like our Patient Participation Group to be more representative of our practice population and therefore would welcome applications/representation from:**

- Age groups 16-24, 25-34,35-44, 45-54 and 55-64
- Patients with disabilities
- Patients from all economic backgrounds

**The PPG has had an excellent response from patients in the other age groups and would like to thank these groups of patients for their interest and commitment.**

**A summary of the activities of any Patient Reference Group and achievements / deliberations during the period**

**Action Plan/Priority Objectives for 2014/15**

[..\..\201415\OBJECTIVES 2014 15.doc](#)

[..\..\201415\OBJECTIVES 2015 16.doc](#)

**A summary of findings of the patient survey, the discussions between the practice and the PRG, and the agreed outcomes**



ppg gpaq RESULTS  
2013 14.doc



March 2014.doc

[..\..\201415\24th March 2015.doc](#)

**Please find attached group minutes**

### **Practice Complaints**

In the year 2014/15, the practice received 8 written complaints including:

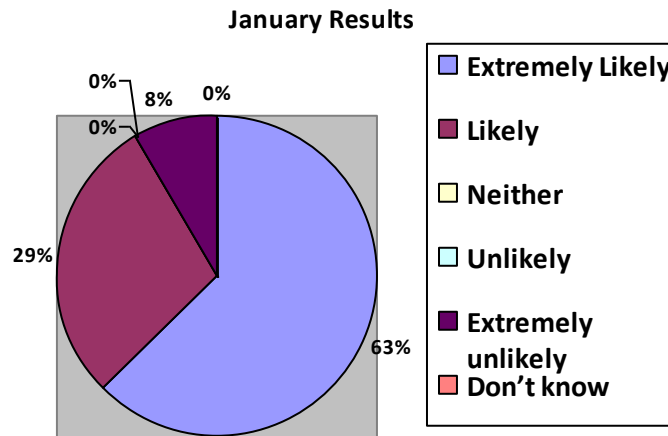
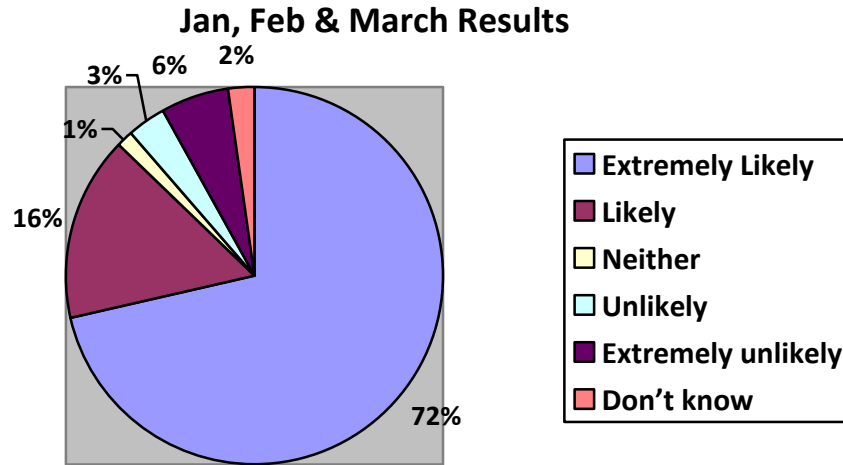
- 1 X complaint about staff
- 1 X complaint about lack of care package upon discharge from hospital
- 1 X complaint about delay in scan due to lack of info on form
- 1 X complaint re the District Nurses (ref direct to DNs)
- 1 X complaint that letter to the practice was not responded to – GP had marked as complete instead of passing to Practice Manager
- 1 X complaint re being refused meds that were not due
- 1 X complaint about blood test marked as never reaching the labs
- 1 X complaint about HCA being too over familiar with elderly mother (calling her by a shortened version of her 1<sup>st</sup> name)

### **Organisational Denominator Populations**

New patients in the last 6 months	188	2%
Patients on any repeat medications	4036	50%
Patients on 4 or more repeat medications	1823	23%

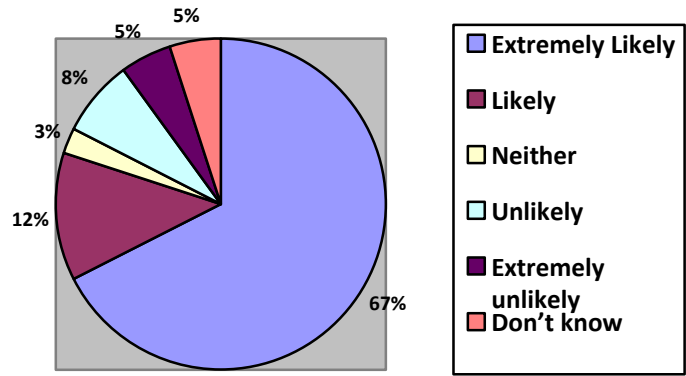
## Friends and Family Test Results 2014/15

The Friends and Family Test asks patients to state how likely they would be to recommend the practice to a member of their family or a friend. The charts below illustrate the outcome of the last 3 months' results.

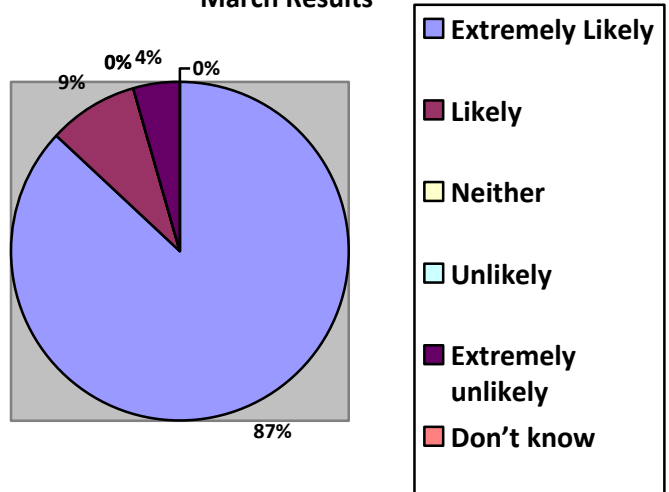




### February Results



### March Results



The practice also has recorded the reasons as to why patients have ticked the boxes illustrated above and a range of reasons have been kept for discussion in the practice and with the Practice Participation Group.