

**PRACTICE POPULATION PROFILE:- THE HAMMERSMITH SURGERY**

Please provide information on the practice profile:

Ethnicity:-

Asian: 496  
Black: 732  
Mixed: 350  
Other Ethnic: 632  
Unknown: 3059  
White: 4396

Total: 9665

**PRG PROFILE**

Please demonstrate how the practice has ensured that the PRG is representative by providing information on the PRG profile:-

We found it very difficult to set up a group, we advertised via posters in the waiting room and by word of mouth, we finally engaged a commitment from six patients and we agreed with those six patients to carry out a patient survey, this was carried out between 09.02 and 25.02.2012.399 patients were actively involved in completing a patient questionnaire, the six patients were active re the chosen questions, the format was kept simple to encourage participation from the group.

Ethnicity:- of the invited group

White: 4 (1 Did not attend)  
Asian: 2

**DIFFERENCES BETWEEN THE PRACTICE POPULATION AND MEMBERS OF THE PRG**

Please describe variations between the group and what efforts the practice has made to reach any groups not represented.

Our objective was to reach as many of our target population as possible, therefore we had a member of staff actively engaging with those patients who attended: Our Baby Clinic, INR Clinic, Drug & Alcohol Clinic, Smoking Clinic, Elderly Assessment Clinic as well as handing out questionnaires at the reception desk, this is how the patients were recruited for the PRG.

399 patients completed our patient survey:-

Male: 107  
Female:173  
Under 18:  
25-34: 107  
35-54: 123  
Over 55: 104  
White:178  
Mixed: 40

Asian: 68  
Black: 23  
Other Ethnic Group: 10  
Long Standing Condition – Yes:- 98  
Long Standing Condition – No:- 118

## **SURVEY**

Please describe how the priorities were set:- We gathered information received in our suggestion box, comments on the website, PALS

Please describe how the questions were drawn up:- A meeting with five of the six patients and the practice was held and the following questions were agreed:-

- 1) Patient feedback on their last visit to the practice
- 2) Opinions on improvements they would like to see in practice
- 3) How patients would like to be involved in the practice's future

Please describe how the survey was conducted?

Questionnaires were handout and available on line

A member of staff was available to help those who were not able to read/write or had difficulties understanding the survey

What were the survey results?

See survey report

## **ACTION PLAN**

How did you agree the action plan with the PRG?

A f/up meeting was scheduled and from the survey results – these three points will be prioritised as a matter of urgency:-

- 1)The agreement from all of those attended was the use of '0844' numbers – We are currently working towards changing the telephone number to an '0208'
- 2) Improved communication between practice & patients – a more robust PGR forum – We are currently preparing a newsletter

3) Meeting supply and demand for appointments – a review of the appointment system available in the surgery is currently being looked at

What did you disagree about? No disagreement

Are there any contractual considerations to the agreed actions?

Changing the 0844 telephone number

Please include a copy of the agreed action plan

#### **LOCAL PATIENT PARTICIPATION REPORT**

Please describe how the report was advertised and circulated – Made available at reception and a link on our surgery 'Website'

[www.thehammersmithsurgery.co.uk](http://www.thehammersmithsurgery.co.uk)

Please include a copy of the report and link to your practice website

#### **OPENING TIMES**

Please include opening hours and out of hours arrangements in the report

Monday, Friday:- 08:00 – 18:30

Tuesday, Wednesday & Thursday:- 07:00 – 20:00

Saturday:- 08:00 – 10:00

Out of hours arrangements: Patients telephoning out of core hours are transferred to:- LCW OOH service