

Local Patient Participation Report 2013/2014

As of 1st April 2013 the North Colchester Healthcare Centre had a population of 2670 patients aged between 16 and 100.

Capitation Report - Totals

Age Range	Male	Female	Total
0 - 15	370	342	712
16 - 24	158	284	442
25 - 34	491	620	1111
35 - 44	283	260	543
45 - 54	187	141	328
55 - 64	78	59	137
65 - 74	40	38	78
75+	13	18	31
Total	1620	1762	3382

During the last year the North Colchester Healthcare Centre has sought to actively recruit a Patient Reference group. The eligible patients have been sent a mailshot via the Practice Newsletter, posters have been put up in the Practice waiting room advertising the group, and notice has been put on the Practice website and patients actively engaged by the Reception staff.

During the past year the North Colchester Healthcare Centre has seen its active members increase from just one at the beginning of the year to 6 at the close. The group is made up as follows.

AGE	No. of members	No. of patients in this age group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
16 – 24 years old	0	442	0		0
25 – 34 years old	3	1111	0.27		3
35 – 44 years old	0	543	0		0
45 – 54 years old	2	328	0.60		2
55 – 64 years old	0	137	0		0
65 and over	1	109	0.9	1	1

GENDER	No. of members	No. of patients on your list aged 16 and over	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
Females	6	1420	0.42	1	6
Males	0	1250	0	0	0

ETHNICITY	No. of members	No. of patients in this group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
White					
British	5				
Black African	1				

The North Colchester Healthcare Centres Patient Participation Group is currently a virtual group whose views and feedback are sought through email contact. Initially face to face meetings were arranged but after poor attendance it was decided to try a virtual group instead in the hope that more patients would engage.

A practice survey was developed and sent out in May 2013

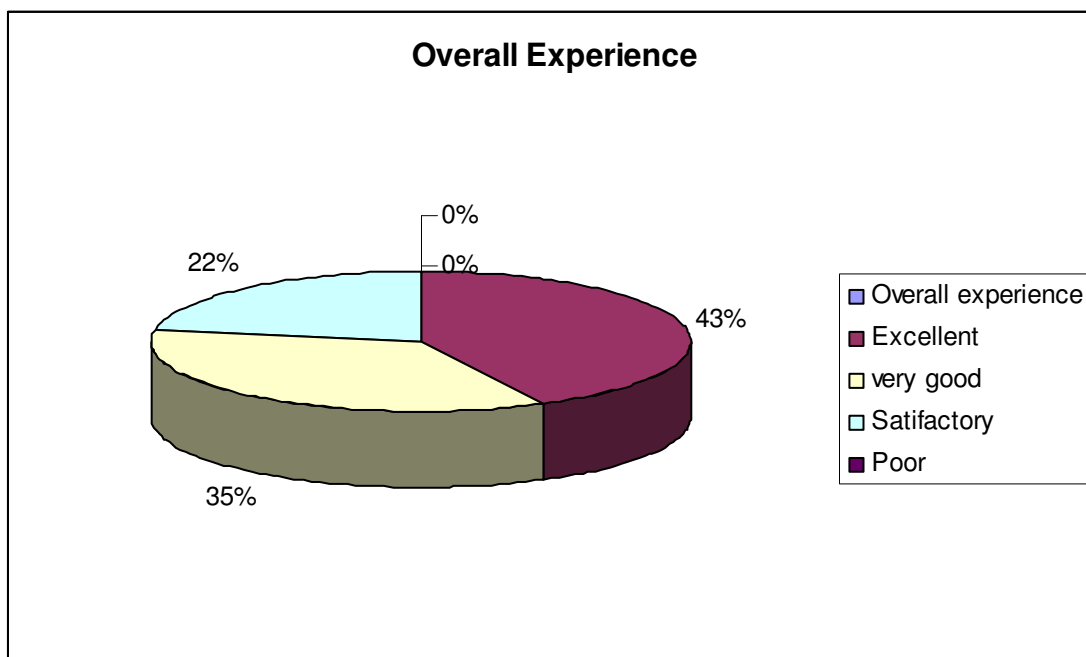
Results of Gp survey May 2013

In total 54 Questionnaires were completed by patients registered at NCHC.

Question 1

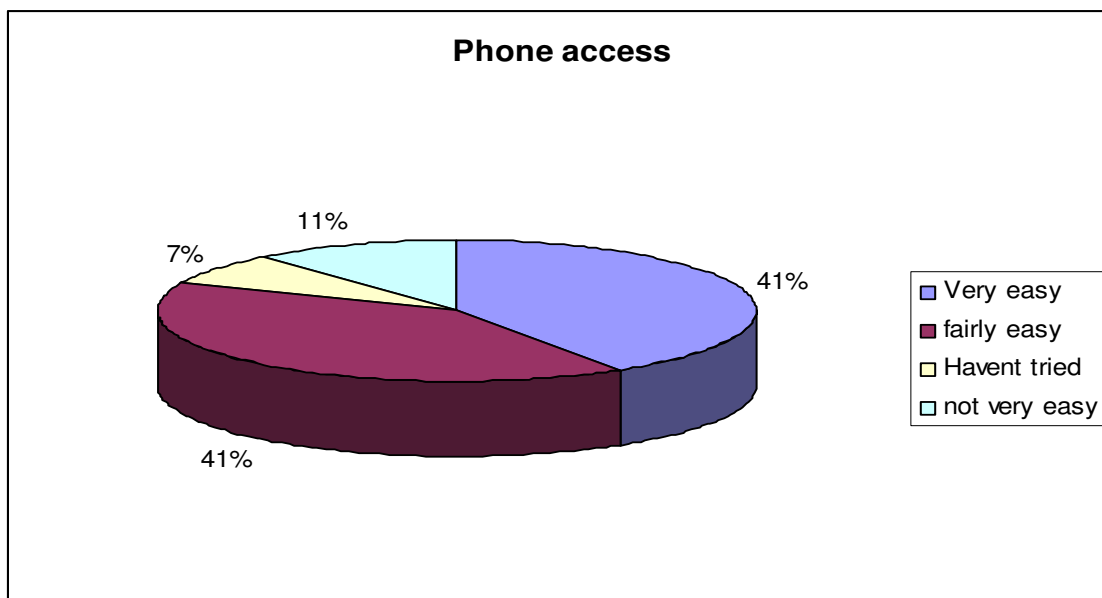
How would you rate your overall experience of using this service today? 54 people answered this question

1. Excellent 2. Very Good 3. Satisfactory 4. Poor 5. Very Poor



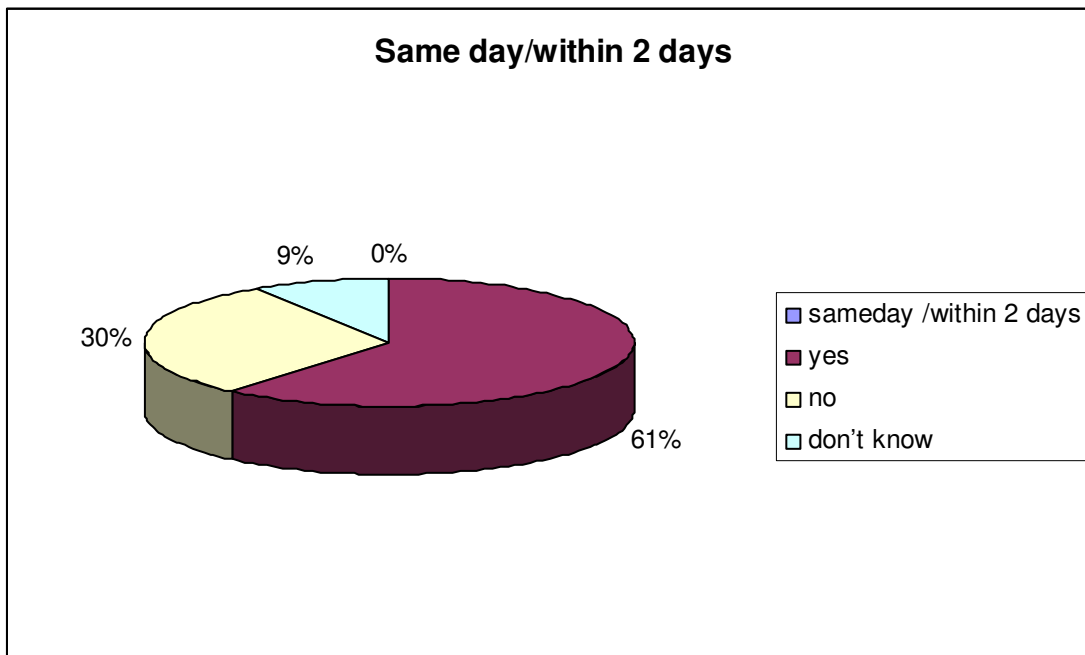
Question 2

How easy have you found getting through on the phone?



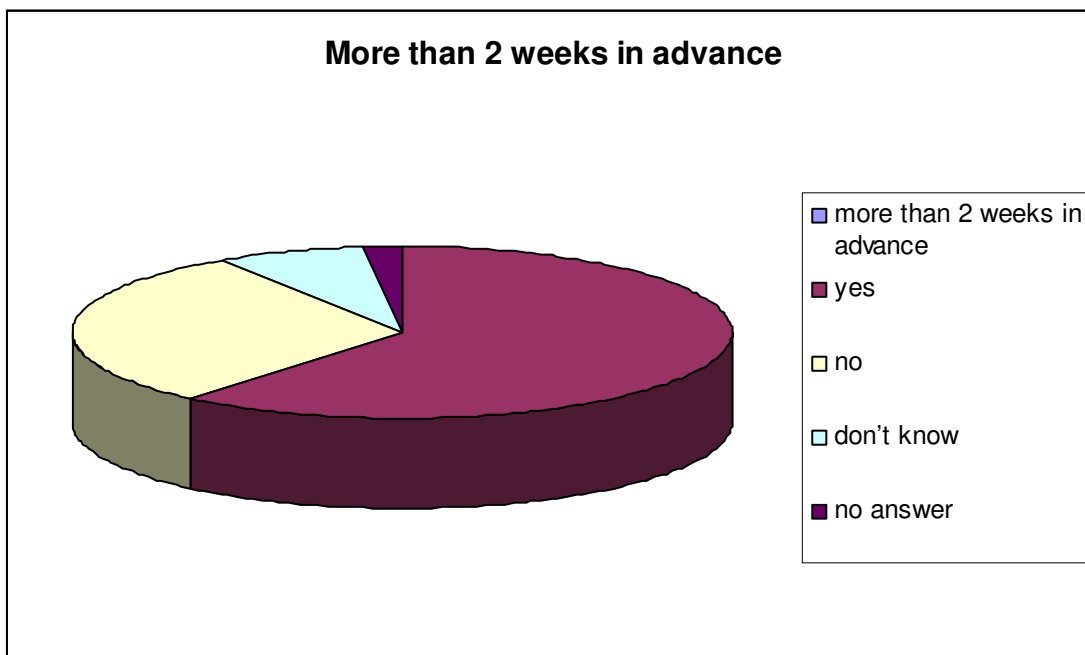
Question 3

The last time you tried to see a doctor, were you able to see a doctor on the same day or in the next two weekdays?



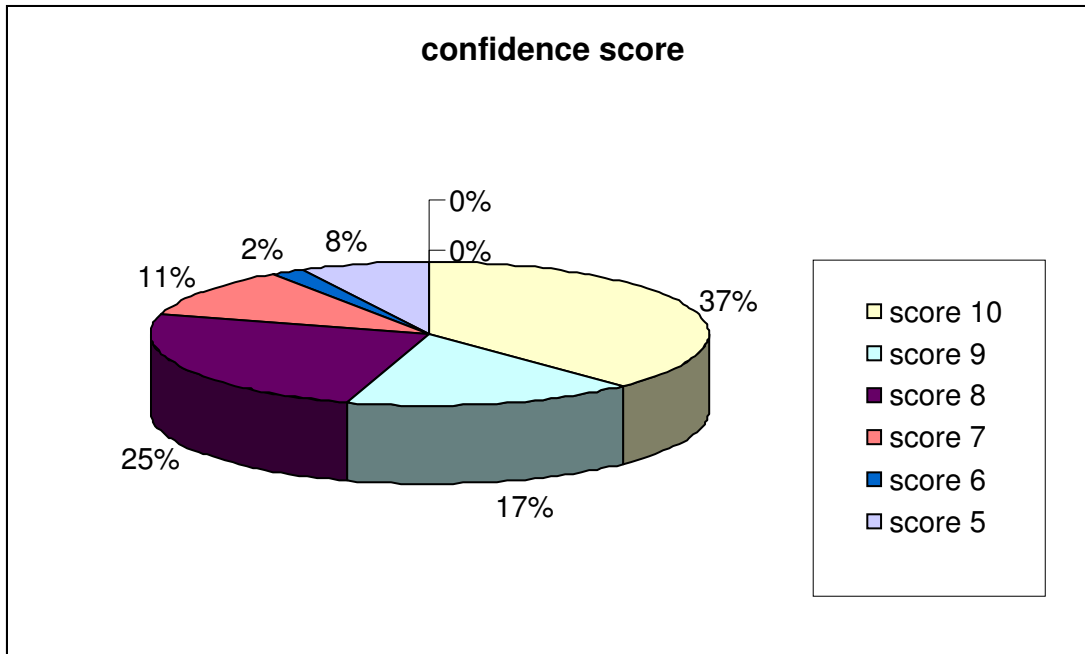
Question 4

Last time you tried were you able to get an appointment with a doctor more than 2 full weeks in advance?



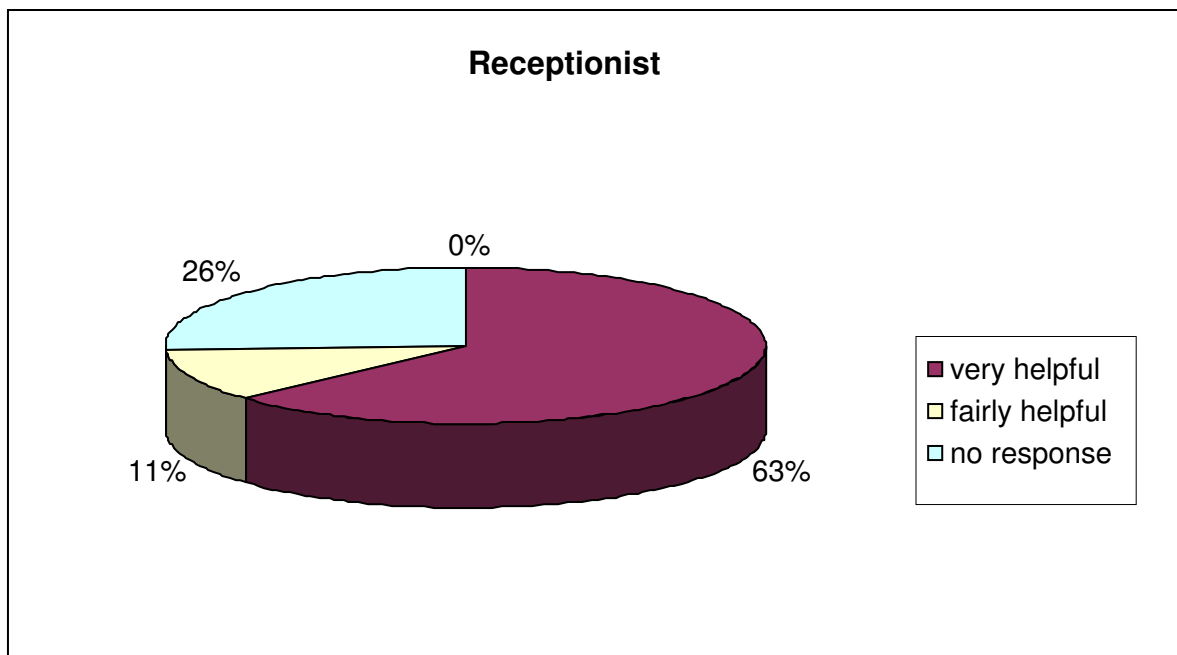
Question 5

How much confidence and trust do you have in the healthcare professional that treated you today? Please rate on a scale of 1 to 10 with 1 being no confidence at all and 10 being complete confidence?



Question 6

How helpful do you find the receptionists at the Centre?



Question 7

Are there any areas that we could improve on? If so please comment.

*'Open the other door because you have to walk right round
Getting blood results between 11 -2 is quite tricky , I waited on the phone for 25 mins to get through
Allow advanced bookings
No, got a good team going great nurses.
There was not enough funding for myself to be referred
Communicating - no of phone calls from me here not been returned
So far very happy as a new pt
Booking up to 2 weeks in advance to see the same GP
Needed same gp
Even we phone early in the morning always all appts gone
More drs appts pls as I have waited nearly 2 wks
It was more difficult to get an appt on last year
Appts only available as emergency or in a weeks time
Big screen TV with sports
It's not very easy to make an appt when I want it and when I need it
Audio visual equip. to while away the time
There should be a dr available at call in times as well as the nurses
May be brighten up the waiting area and a tea machine'*

Question 8

Would you like to make any further comments?

*'I would like to be able to make an appt when needed, as they always fully booked
Would like to get blood test results at convenient time for me
The young lady at reception was very helpful and friendly
I felt had to push to get my child seen quicker than the appt. offered
Appts to be available when we call 7am is not a helpful time
As some one who has hearing problem I DO NOT like the new layout, I can't hear when nurses call
An excellent service that Colchester must not loose '*

A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:

The North Colchester Healthcare Centre is open from 07.00 to 22.00 7 days a week , 365 days a year including Bank Holidays

The Practice website shows the opening hours. The website also indicates who to contact out of hours, as well as information regarding our Walk-in Service and the service of NHS 111.

The practice offers a range of appointment options

- Telephone appointments
- Online appointments and SMS messaging
- Dedicated telephone lines and timings for results etc
- On the day booking
- 4 weeks in advance