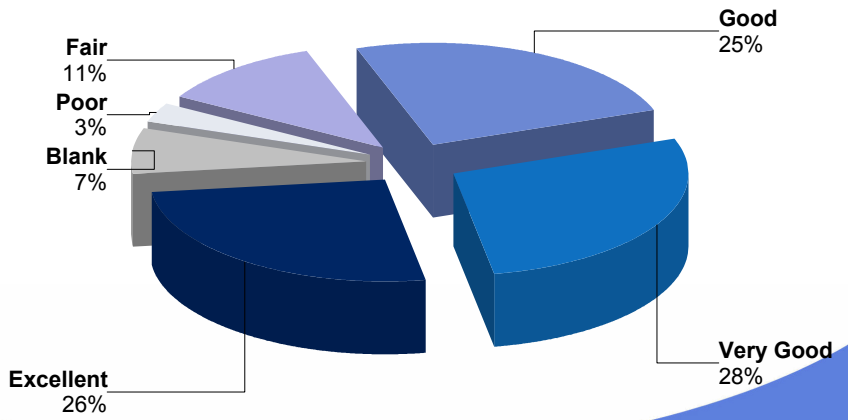


78%

of all patient ratings about this practice were **good, very good or excellent**



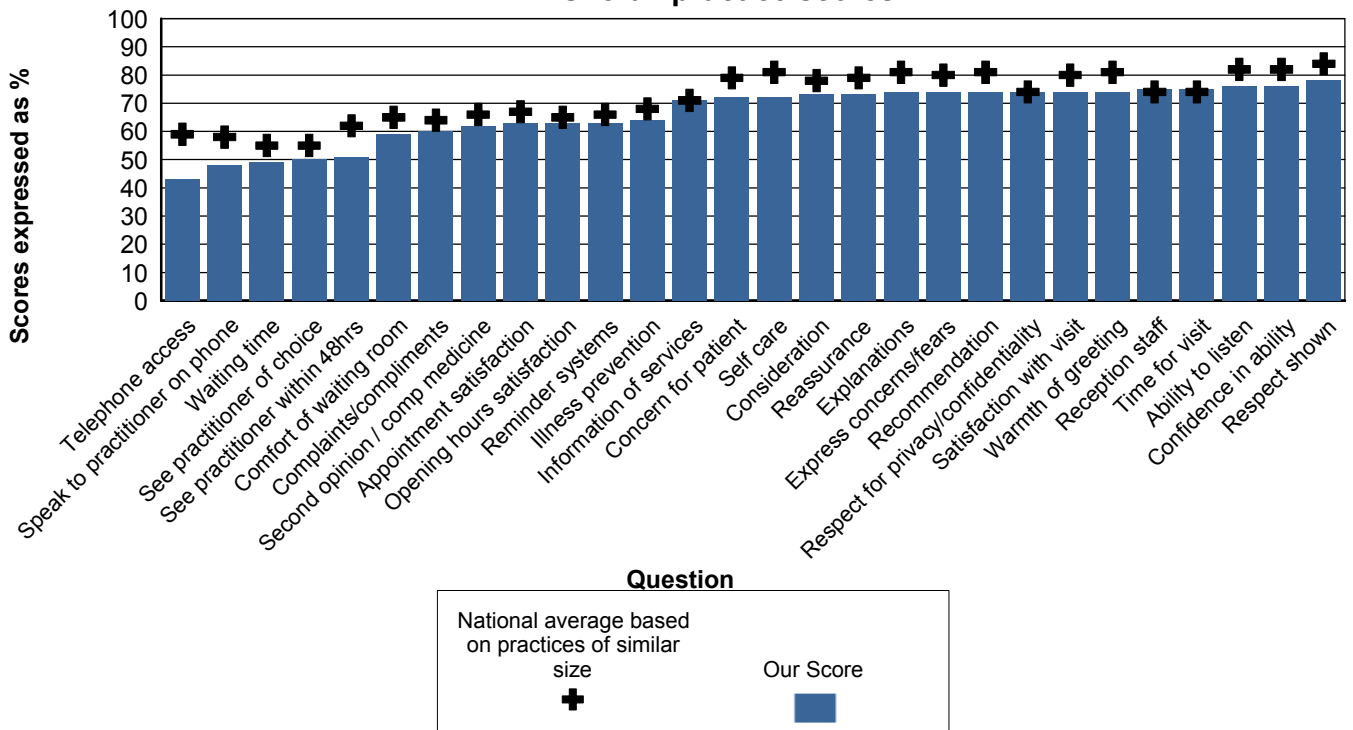
Thank you for your participation in this survey

Patient Experience Survey Results 2011/2012 Skelmanthorpe Family Doctors



"Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you





PATIENT REFERENCE GROUP

Practice Profile

Skelmanthorpe Family Doctors is based in the rural village of Skelmanthorpe. There are three partners, Drs. Welch, Kaye and Ollerton and the practice has a population of 9259 patients. (Table A)

Ethnicity data is available for 8563 patients, 92.7% of the practice, 77.45% are recorded as being white British, under Read code 9i0. (Table B)

The Patient Reference Group was established in June 2011 and in order to recruit members to the virtual group posters were put up in the surgery, in the village pharmacy and library, together with question and answer sheets and contact sheets to try to encourage patients to join the group. Details were posted on the practice website and television screen in the waiting room.

We were at the outset concerned that although the group was representative ethnically we were not recruiting younger patients. In an attempt to redress this imbalance, a copy of recruitment information was included in all mail shots sent out during September, 2011 at a point in the year when we correspond with a wider age range of patients. (Some 700 invitations were sent out.) To date we have 11 members (5 male and 6 female), All of whom are white British, however the majority of members are still from the 55-74 year old age group. See Table C

Recruitment is continuing, leaflets and posters are still available and we will continue to strive to have a more age representative group as we move forward. If patients wish to join – just let us know.

Contacts with the Group

1. Each member of the group was sent an email to welcome them to the group, informing them of the progress so far and asking them to confirm receipt of emails.
2. Letter to the group 1st August via email informing them of progress and attempts to make the group representative and informing them of the local practice survey.
3. Further letter 7th December to group about the survey again asking for feedback and sending them the Terms of Reference

TABLE A

Age Groups	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-105	Totals
Males	902	385	468	657	708	668	480	239	61	4568
Females	859	361	461	727	684	678	509	274	138	4691
Number of patients	1761	746	929	1384	1392	1346	989	513	199	9259
%	19.02	8.06	10.03	14.95	15.03	14.54	10.68	5.54	2.15	100

TABLE B

Ethnic Category	White British	Irish	White & Black Caribbean	White and Black African	White and Asian	Indian	Pakistani
Number of patients	7190	32	7	5	9	13	7
% of practice population	77.45	34	0.07	0.05	0.09	0.13	0.07
Ethnic Category	Bangladeshi	Caribbean	African	Chinese	Other	No Data	All Ethnic Categories
Number of patients	1	1	7	14	1273	700	9259
% of practice population	0	0	0.07	0.14	13.48	7.3%	100%

TABLE C

Age Groups	0-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-105	Totals
Males	0	0	0	0	1	3	4	1	0	9
Females	0	0	1	1	2	6	2	1	0	13
Total	0	0	1	1	2	9	6	2	0	22

Patient Experience Survey

The CFEP Improve Practice Questionnaire has been used previously by the practice and was sent to the Reference Group for their approval.

Distribution started on the 24th January by the reception team who was asked to follow the CFEP guidelines. A poster was placed in reception to inform patients about the survey. The practice returned 253 completed questionnaires to CFEP on the 1st March 2012 for analysis and the final report was returned to the practice on the 16th March 2012.

The practice will forward the results of the survey to the Reference Group and discuss the report and draw up an action plan in the very near future.

MTG
29th March 2012