

Patient reference group report 2012/13

Profile of the practice

The Windrush Medical Practice provides services to approximately 13,500 patients. We look after patients living in the town of Witney and the surrounding villages. West Oxfordshire has a significantly increasing population and as a result we are an expanding practice. We moved into new purpose built premises on the 12th March 2012.

Reception currently opens at 8.20 and surgeries run from 08.30 – 6.30 Monday – Friday, we will be offering extended hours from April 2013.

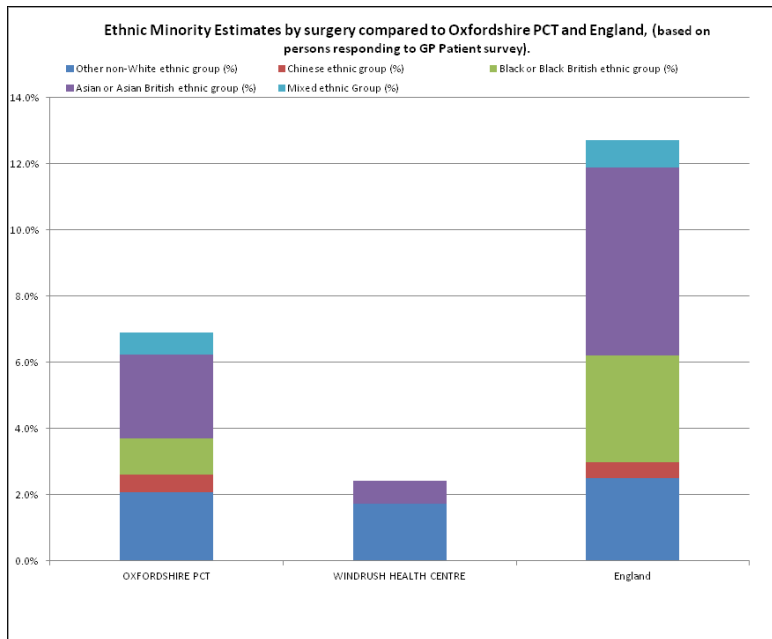
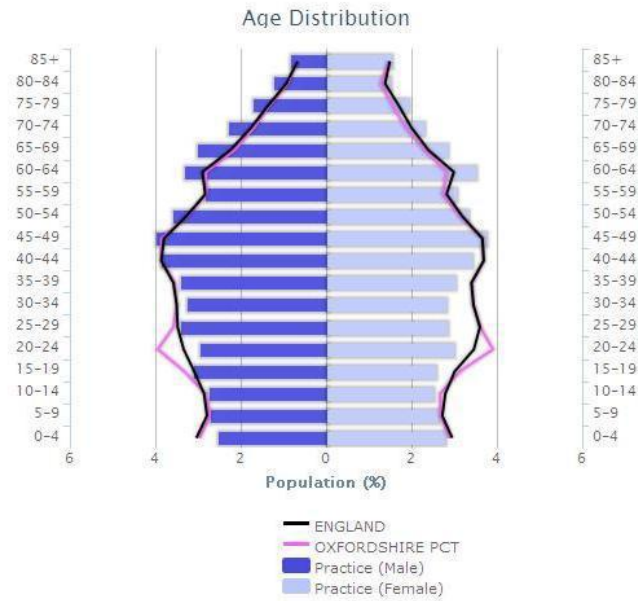
The partnership consists of seven partners (six male and one female) and employs two salaried doctors both female. All of the male doctors work full time and the female doctors part time. We are a training practice so we have medical students and other young doctors undergoing vocational training in general practice from time to time.

Patients can access the surgery in person, via the telephone or the practice website at www.windrushmedicalpractice.co.uk We dispense to patient who live more than a mile from a pharmacy, (approximately 18%) of our patients. It is possible to book appointments and order repeat prescriptions online after registering for these services.

The practice population is mostly White British, with negligible numbers of other ethnicities.

Age distribution of the practice shows a higher than average elderly population.

<16	2403
17-24	1250
25-35	1793
35- 55	3695
55 – 75	3086
75+	1232



*Age / sex population pyramid – Source, APHO National General practice Profiles 2010/11
 Ethnicity profile - Source, GP Patient Survey April 2010-March 2011. Based on 19,000 Oxfordshire respondents out of a population of 679,729. (as published by OCCG in the Windrush Practice information pack)*

Patient involvement

The Windrush Medical Practice has had a patient group since 2007. They have kindly produced a short report to explain what areas of the practice they have been involved in.



WITNEY WINDRUSH PATIENTS' GROUP

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The Windrush Medical Practice has had a Patient Group since 2007.

The Group currently comprises 13 registered patients who are all volunteers.
Five are male and eight are female.
One is in the 20-30 age band, one in the 30-40 age band and the remainder are over 60 years of age.

STEPS TAKEN TO ENSURE PRG IS REPRESENTATIVE

All members are from the white ethnic group although one originates from the Middle East.

Three are in employment and ten are retired.

Two have a child less than five years of age.

One is disabled.

Three are caring for relatives to enable them to live independently.

One has a strong background in social work.

One has useful experience from thirty-six years in the NHS.

Another has spent thirty-two years working in the NHS.

The Patient Group is open for any patient to join. Members meet every six weeks in order to provide a continuous feedback to the Practice on the variety and quality of the services provided by the Practice.

At present, two members are "virtual" members and this aspect of membership is currently being expanded.

ACTIONS TAKEN BY THE GROUP AND PRACTICE

In the early years, one of the Group's primary functions was to assist in the design and development of the new building for the Practice. Their input was key to the success of the new premises which we moved into in March 2012.

In the last year, the Group has worked with the local District Council on behalf of our patients to influence the parking arrangements in the town in order to make it easier for our patients to access the surgery. They continue to review this regularly.

Extended hours were requested and, as a result, additional surgery time is being allocated on Fridays each week.

The Group is willing and able to provide additional manpower to assist with the management of queues at flu clinics and similar events.

Their current work focuses on access wasted medications and consumables; this will involve liaison with our Dispensary Manager and other organisations.

In addition, draft Policies from the Commissioning Group and Practice are reviewed by the Group with facilities for feedback as appropriate.

The Practice and Group agree that a high priority must be given to patient information. The Group has a pro-active approach to patient concerns and organises a "Have Your Say" system whereby patients can voice their concerns on user-friendly forms which can be anonymous or named. All these questions are answered as fully as possible. In addition, a Patients' Group Newsletter is produced three times a year in order to publicise the work which they do and provide a vehicle for patient information. The newsletter is available in hard copy and also incorporated onto the Practice website.

The Practice has facilitated its Group to join the National Association for Patient Participation and to liaise closely with other Patient Participation Groups in our locality.

The practice wishes to thank the patient group for supporting the business case for the new health centre, for their involvement in the design and planning of the new centre, and for helping patients to find their way in the new medical practice in the weeks after we opened and again at our flu clinics. Now that we have settled in to our new building we will continue to work closely with the patient group, to identify patient priorities, provide articles for the quarterly newsletter, review patient information on the website, in our practice leaflet and in our patient library and to consult with them on practice matters.

The last patient news letter is available to view on our website www.windrushmedicalpractice.com

March 2013.