

# Patient Participation DES Report

Report by: **Albion Surgery**

Date Report Produced: **13.3.13**

**Step 1: Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a PRG**

Do you have an active patient reference group?
yes
What is the make up of the Practice Population?
3146 pts in deprived area, high morbidity rate, mainly white British but increasing numbers of European patients
How did you ask patients to join the patient reference group?
Invited on envisage system, notice board, reception desk word of mouth and website
Did you ask for any support to ensure that your group was representative of the practice population? If so how did you do this?
CCG rep invited to expand group and to be representative, encouraged current members to raise awareness with other service users
How does the practice gain the views of those patients who expressed an interest in joining?
Regular meetings and emails, phone contact also patient satisfaction questionnaire

**Step 2: Agree areas of priority with the PRG**

What are the key priorities for the PRG?
Update website and information available, also prescriptions on line
Any planned practice changes?
no
What were the themes from complaints?
Taken from the annual complaints review - not happy with prescriptions not taken over the phone when not housebound. Patients given A&E letters

**Step 3: Collate patient views through the use of survey**

When was your survey undertaken?
Throughout February to March
What survey did you use?
Designed and agreed by PPG, and practice team
How did you consult with your patients e.g. electronic or hard copies of

surveys?
Hard copies, and for those who need assistance via phone
How many patients did you consult? All patients given opportunity to part take that attended surgery, some sent to hard to reach patients, over the phone if required.
How did the questions relate to the priorities of the patients outlined in Step 2?
Information on website given and asked if patients used
Please attach a copy of your practice survey results

**Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services**

Did the practice hold a 1 off meeting to discuss the results?
Yes also sent email summarising and discussed annual complaints report with PPG
If so what was the make up on the representatives who attended?
All PPG attended and GP also results to be added to patient information on website
If no explain how you allowed patients to respond to the survey findings?
There is always ongoing dialogue with the PPG at regular meetings and emails

**Step 5: Agree action plan with the PRG and seek PRG agreement to implementing changes**

Area Identified for Improvement / Change	Lead Responsible for Implementation	Timescales for Implementation	Implementation Completed	If contractual change please discuss with the PCT and note PCT response
Continue to develop website	PM	Ongoing throughout the year, plans already in place and meeting with IT arranged		NA
Encourage	PM	Ongoing		NA

outside parties of interest to attend and discuss commissioning etc		throughout the year		

**Step 6: Publicise actions taken and subsequent achievement**

Please provide link to Practice website so that PCT can see results, please note NHS Choices does not count as a Practice specific website.

Practices must publish a Local Patient Reference Group Report on their website.

As a minimum this must include:

- a. a description of the profile of the members of the PRG
- b. the steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category
- c. details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey
- d. the manner in which the contractor sought to obtain the views of its registered patients
- e. details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan
- f. details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented
- g. a summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey
- h. details of the action which the contractor,

- i. and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey
  - ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report
  
- i. the opening hours of the practice premises and the method of obtaining access to services throughout the core hours
  
- j. Where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.