

Patient Participation DES Report

Report by: **Albion surgery**

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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?
3300 list size in area mainly white British make up.
How did you ask patients to join the patient reference group?
Invitations in practice, posters, letters to patients and personal invites
Did you ask for any support to ensure that your group was representative of the practice population? If so how did you do this?
Discussed at PM meeting with PCT support staff involved in PPG
How does the practice gain the views of those patients who expressed an interest in joining?
Contacted by PM and given opportunity to communicate via face to face, email or verbally on phone

Step 2: Agree areas of priority with the PRG

What are the key priorities for the PRG?
Advertise out of hours better
Any planned practice changes?
Add to call in system in surgery
What were the themes from complaints?
There were no complaints raised

Step 3: Collate patient views through the use of survey

When was your survey undertaken?
Between January 2012 to March 22 2012
What survey did you use?
Practice survey agreed by PPG and Practice staff team
How did you consult with your patients e.g. electronic or hard copies of surveys?
Hard copies and electronic when requested, verbally were visually or physically impaired

How many patients did you consult? Offered to all patients attended between these times, some posted out to patients over 55 surveys returned some partially completed
How did the questions relate to the priorities of the patients outlined in Step 2?
Sort views of access and easy of booking appointments
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 this was done electronically and verbally via phone
If so what was the make up on the representatives who attended?
All PPG
If no explain how you allowed patients to respond to the survey findings?

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
Advertise out of hours better	J Keyser	Within one month	December 2011 as discussed as priority at first meeting	
Advertise GP working days and hours	J Keyser	Within one month	April 1	

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.