

Nene Valley Medical Practice

Patient Participation Report 2011/12

Produced for the Patient Participation DES 2011/2013

**This report must be published on the Practice website and a copy submitted to NHS
Peterborough by no later than 31st March 2012**

Introduction

The purpose of the Patient Participation Directed Enhanced Service (DES) commissioned by NHS Cambridgeshire is to ensure that patients are involved in decisions about the range and quality of services provided and, over time commissioned by their Practice.

It aims to encourage and reward Practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as a gatekeeper to other services.

The DES aims to promote the pro-active engagement of patients through the use of effective Patient Reference Groups (commonly referred to as PRGs) to seek the views from Practice patients through the use of a local practice survey.

The outcomes of the engagement and the views of patients are then required to be published as a Report on the Practice website.

This report summarises development and outcomes of *[Insert Practice Name]* Patient Reference Group (PRG) in 2011/12.

It contains :

1. Establishing a Patient Reference Group (PRG)

A summary of the recruitment process used to ensure that the PRG is of sufficient size to be as representative as possible of the Practice population.

2. Method and Process for Agreeing Priorities for a Local Practice Survey

The method the Practice adopted to seek the views of the PRG in determining the priority areas for the Practice to look at to include in a local practice survey.

3. Details and Results of the Local Practice Survey

A description of the local practice survey and how it was carried out, as well as details of the survey Results.

4. Discussing Survey Results with the Patient Reference Group (PRG)

Details of how the Practice consulted with the Patient Reference Group (PRG)

5. Agreeing an Action Plan with the Patient Reference Group (PRG)

Details of the agreed action plan setting out the proposals arising out of the local practice survey results and how they can be implemented Details of any issues that arose in the survey that cannot be addressed in the action plan and the reasons why.

6. Publishing the Local Patient Participation Report

Details of where this Report has been published and also details of the Practices opening hours and how patients can access services

7. Practice Declaration

Confirmation that the Local Patient Participation Report is a true and accurate representation of the Work undertaken to fulfil the requirements of the Patient Participation DES 2011/13

1. Establishing a Patient Participation Group

Develop a Structure that gains the views of patients and enables the Practice to obtain feedback from the Practice population e.g a Patient Reference Group (PRG)

DES Component 1

As part of component 1 of the DES Practices are required to establish a Patient Reference Group comprising only of Registered Patients and use best endeavours to ensure their PRG is representative.

Recruiting to the Patient Reference Group (PRG)

1.1 The Practice is required to confirm the process used In order to recruit to their PRG (tick all applicable and provide samples if appropriate)

- | | |
|---|---|
| <input checked="" type="checkbox"/> Wrote to patients (attach letter) | <input type="checkbox"/> Put up Posters in Practice |
| <input type="checkbox"/> Offered leaflets to all patients attending practice (attach leaflet) | <input type="checkbox"/> Emailed patients |
| <input type="checkbox"/> Put information on the practice website (attach web link) | <input type="checkbox"/> Other
(please provide details in point 1.2 below) |

1.2 The Practice is required to provide details of all other methods of engaging patients used:

The Senior Partner Dr N Fletcher liased with all GP's in the Surgery asking for any patients that they felt would help us start up a PPG. Group. Dr Fletcher them wrote to approximately 40 patients and held an initial meeting, which included a presentation, on the 25th January 2011. 18 patients attended and we ensured we had a good cross representation of patients within our Practice. Once the group was established Poster were displayed on our PPG Notice Board looking for new members. This was done by way of filling in a memo to the PPG chair who duly contacts the patient and explains the purpose/role of the PPG.

Practices must strive to engage and encourage feedback from patients that extend beyond a mix of just age/sex and ethnic origin. These could include patients from marginalised or vulnerable groups such as elderly patients, patients with a learning disability or other disability and those with various social factors such as working patterns, employment status and carers etc.

1.3The Practice is required to provide a brief summary of the patient groups represented in the Practices PRG and describe what steps they have taken to understand their own demographics in order to construct a PRG using a representative sample of the population.

The Partners were particularly keen to ensure a good cross representation of the patient base. We have found this area difficult, particularly recruiting younger members to the PPG. We have tried to hold meetings inviting young parents but this was cancelled through lack of support. We are considering another push towards younger people (parents) by current members attending clinics at the Jigsaw Centre to promote/recruit to the Group. However, this should not detract from the excellent PPG we have established with current members.

Step 2. Method and Process for Agreeing Priorities for the Local Practice Survey

Agree areas of priority with the Patient Reference Group (PRG)

Component 2

As part of component 2 of the DES Practices are required to agree which issues are a priority and include these in a local Practice Survey.

The PRG and the Practice will shape the areas covered by the local practice survey. The areas covered in the local practice survey will, therefore, need to be agreed jointly based on key inputs including the identification of:

- Patients priorities and issues
- Practice priorities and issues including themes from complaints
- Planned Practice changes
- National GP and/or Local Patient Survey issues

2.1 The Practice is required to describe the process it used to seek the views of the Patient Reference Group in identifying the priority areas for the survey questions i.e via email, website etc. Within the Borderline LCG we developed a standard questionnaire. This was done by a working party. Individual PPG's then reviewed this document and made amendments that suited their own Practice. Our own PPG felt the survey was to long but felt to enable comparison with other Practices within Borderline we should keep the survey similar. Please see minutes of meeting where this was discussed.

**2.2 The Practice is required to list the priority areas and confirm how these match those set out by the PRG
From the standard survey we made changes/added questions around internet access (appointments and repeat prescriptions). However, the PPG were very happy with the work done by the working party on behalf of the LCG.**

Step 3. Details and Results of the Local Practice Survey

Collate patient views through the use of a survey

Component 3

As part of component 3 of the DES Practices are required to collate patients views through a local practice survey and inform the Patient Reference Group (PRG) of the findings.

The Practice must undertake a local Practice survey at least once per year. The number of questions asked in the local practice survey will be a matter for the Practice and the PRG to agree. Questions should be based on the priorities identified by the PRG and the Practice.

3.1 The Practice is required to confirm how it determined the questions to be used in the survey?

Working party see 2.1 & 2.2

3.2 The Practice is required to confirm what method(s) it used to enable patients to take part in the survey? i.e survey monkey, Paper survey, email, website link.

Paper/Survey monkey via link on website

3.3 The Practice is required to confirm how it collated the results

Independently done by support workers for LCG

3.4 The Practice is required to confirm the dates of when the survey was carried out and provide a copy of the survey to demonstrate how the Practice has reflected the priority areas in the questions used.

Copy survey see attached. The survey was carried out in October 2011, however, to ensure a good cross representation of patients we left it on our website until November 2011. The PPG felt all areas were covered sufficiently in the Survey.

Step 4. Discussing Survey Results with the Patient Reference Group (PRG)

Provide the Patient Reference Group (PRG) with the opportunity to discuss survey findings and reach agreement with the PRG of changes to services.

Component 4

As part of component 4 of the DES Practices are required to provide the Patient Reference Group (PRG) with the opportunity to comment and discuss findings of the local practice survey and reach agreement with the PRG of changes in provision and manner of delivery of services. Where the PRG does not agree significant changes, agree these with the PRG.

4.1 The Practice is required to describe how it sought the views of the PRG on the findings of the survey and any proposed changes highlighted from it.

Discussed in detail at PPG meeting.

Telephones

Staff availability at reception

Access to Building

Step 5. Agreeing an Action Plan with the Patient Reference Group (PRG)

Agree and Action Plan with the Patient Reference Group (PRG) and seek PRG/PCT agreement to implementing changes.

Component 5

As part of component 5 of the DES the practice is required to agree with the PRG an Action Plan setting out the priorities and proposals arising out of the local patient survey. They are also required to seek agreement from the PRG to implement any changes and where necessary inform the PCT.

5.1 The Practice is required to produce a clear Action Plan that relates to the survey results and attach a copy of the agreed Action Plan for 2011/12.

As attached

5.2 The Practice is required to confirm how it consulted with the PRG to agree the Action Plan and how it sought agreement from the PRG to implement any changes.

See minutes of meeting (Minutes of 20/03/12 not available (final sign off) – PPG secretary not yet issued)/action plan

5.3 The Practice is required to advise whether there are any elements that were raised through the Survey that have not been agreed as part of the Action Plan and if so should outline the reasons why.

N/A

5.4 The Practice is required to confirm whether there are any contractual changes being considered if so please give details, as these will need to be agreed by the PCT.

N/A

Step 6. Publishing the Local Patient Participation Report

Publicise actions taken and subsequent achievement

Component 6

As part of component 6 of the DES the practices is required to publicise the Local Patient Participation Report on the Practice website and update the report on subsequent achievement.

The Practice should publicise the report as extensively as possible and ensure it appears on the Practice website **by no later 31/03/2012**.

6.1 The Practice is required to provide details of where the Local Participation Report has been published (include the link to the Practice website)

<http://www.nenevalleysurgery.org.uk/patient/pppg.htm> & PPG notice board

6.2 The Practice is required to provide any updates on progress against 2011/12 Action Plan

Telephones – discussions had with suppliers and review meetings in house to discuss if it is possible to adapt current system without spending £10K

Staff availability – employed two additional members of staff within reception team. New working practices put into place

Access to Building – new external electric doors ordered

In addition the Practice required to give details of Practice opening hours and how Patients can access services through core hours

6.3 The Practice is required to confirm Practice opening hours and give details on how Patients can access services during core hours (8am-6.30pm)

Practice Leaflet/website

(New website in development)

Where a Practice is commissioned to provide Extended Hours the Practice is required to confirm the times at which patients can see individual health care professionals

6.4 The Practice is required to provide details of any extended hours provided and details of access to Health care Professionals during this period.

Practice Leaflet/Website

7. Practice Declaration

The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2011/13 .

Signed and submitted to the PCT and published on the Practice website on behalf of the Practice by:

Name:David Mucklin.....

Signed:

DesignationPractice Manager.....

Date:30/03/2012.....

FOR PCT USE ONLY

Date Report Received by the PCT: _____ Receipt Acknowledged by: _____

Report published and evidenced on Practice website by required deadline: _____