

Patient Participation Report

Stage One						
1						
Practice Population:	8997					
			Sex:	Male	4278	Female 4719
Age:	Under 16's	1432				
	17 - 25	925	36 - 45	1335	56 - 65	987
	26 - 35	1255	46 - 55	1358	66 +	1705
Ethnicity:		Caribbean	144	other:		
British, Mixed British	3414	African	35	other:		
English		Mixed Black		other:		
Scottish		Chinese	29	other:		
Welsh		Japanese		other:		
Indian, British Indian	67	other:		other:		
Are there any specific Minority Groups within the Practice Population?						
We have small minority groups eg. Indian subcontinent, Afro-Caribbean and Polish.						

Validating that the patient group is representative of the practices population base. **Payment Component 1**

2

Patient Representative Group Profile (PRG):

			Sex:	Male	8	Female	8
Age:	Under 16's						
	17 - 25		36 - 45	1	56 - 65	5	
	26 - 35		46 - 55	2	66 +	9	
Ethnicity:		Caribbean			<i>other:</i>		
British, Mixed British	5	African			<i>other:</i>		
English	9	Mixed Black			<i>other:</i>		
Scottish	1	Chinese	1		<i>other:</i>		
Welsh		Japanese			<i>other:</i>		
Indian, British Indian		<i>other:</i>			<i>other:</i>		

What steps has the practice taken to recruit patients and to sure it is representative of the practice profile?

We started our patient group in January 2010, we meet monthly and have a chairperson. We recruited patients by asking them personally, advertising the group on our practice leaflet and website. Also posters were placed in the waiting room. The group has scheduled alternate meetings in the afternoon and evening to enable employed people and a wider age group to attend.

The group held a stall in the waiting room, on a busy Monday morning (20/2/12), this publicized the monthly meetings and activities of the group. Many email contacts were made and a 'virtual group' was formed.

Validating that the patient group is representative of the practices population base. **Payment Component 1**

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Compare the PRG with your practice profile and describe the differences between the practice population and membership of the PRG?

We have an equal number of males and females on the group. The PRG is under represented by younger members and ethnic minorities.

Validating that the patient group is representative of the practices population base. Payment Component 1

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Please explain any differences in section 3 above and the efforts of the practice to communicate with groups not represented? *(this is required even if the practice has chosen to use a pre-existing PRG)*

Since January 2010 and despite all our efforts described in section 2, we have struggled to attract younger members and ethnic minorities to the group. The group will continue to hold information stalls in the waiting area on a regular basis and also over time the 'virtual group' will expand. Our meeting minutes are published on our practice website.

Validating that the patient group is representative of the practices population base. Payment Component 1

Stage Two

Agreeing Priorities

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How has the practice sought the PRGs views of priority areas?

As we have had a thriving group meeting each month since January 2010, we have had many opportunities to seek the PRG's views of priority areas. Eg. items from the National GP survey (11/3/11)- appointments with the GP/nurse, opening times, telephone system, satisfaction of the service, clinical and reception staff. We have also responded as a group to the Government NHS white paper and 'listening exercise'.

Validate through the local patient participation report. Payment Component 2

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Please describe how the priorities for the survey were selected - do these reflect those set out by the PRG?

Priorities were highlighted from the patient group meeting on 11/3/11. See section 5. We felt the priorities were best reflected by using the CFEP 'Improving practice questionnaire'.

Validate through the local patient participation report. Payment Component 2

Stage Three

Survey

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How has the practice determined the questions used in the survey?

The practice together with the patient group members decided to use the standardized approved survey by the Client Focused Evaluation Program (CFEP). This enabled us to focus on all the priorities raised by the group members. It is a trusted, reliable and sensitive tool. CFEP is an external independent organization specializing in patient feedback surveys for health professionals. Booking of appointments and clinical care were assessed by the survey. The opportunity to give positive and negative comments was also present in the survey.

Validate the survey through the local patient participation report. Payment Component 3

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How have the priority areas been reflected in the questions?

Our well established monthly patient group is very familiar with the key priority areas. The main areas originated from the National GP survey (11/3/11)-eg. appointments with the GP/nurse, opening times, telephone system, satisfaction of the service, clinical and reception staff. The CFEP survey focused primarily on these priority areas hence this was an ideal tool for our purpose.

Validate the survey through the local patient participation report. **Payment Component 3**

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Describe the Survey - How and when was the survey Conducted?

We commissioned a CFEP Improving practice questionnaire. The forms were handed out to patients at reception to fill in after their consultation with either the GP or nurse. This happened over January and February 2012. A total of 227 surveys were completed.

Validate the survey through the local patient participation report. **Payment Component 3**

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What methods practice has used to enable patients to take part?

The questionnaire was for patients attending the practice for a consultation. They were handed out in the reception area by the staff.

Validate the survey through the local patient participation report. **Payment Component 3**

Stage Three *continued*

Survey

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How has the practice collated the results?

The CFEP were commissioned to collate the results and provide a detailed report.

*Validate the survey through the local patient participation report. **Payment Component 3***

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How were the findings fed back to the PRG?

The CFEP patient experience survey results were emailed out to the PRG members one week before our meeting to discuss the findings on 9th March 2012.

*Validate the survey through the local patient participation report. **Payment Component 3***

Stage Four

Results

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Please describe survey results:

The CFEP survey results are present to view on our website www.sherwoodhealthcentre.co.uk
In summary questions were asked about the practice, about the doctor/nurse, about the staff. Overall 85% of all patient ratings about the practice were good, very good or excellent. We scored highly in most areas surveyed. We were below average in comfort of waiting room, telephone access and seeing practitioner of choice.

Validate the survey and findings through the local patient participation report. Payment Component 4

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Explain how the PRG was given opportunity to comment?

The PRG were able to comment via email and also at the meeting at the practice on Friday 9th March 2pm, 2012.

Validate the survey and findings through the local patient participation report. Payment Component 4

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What agreement was reached with the PRG of changes in provision of how service is delivered?

Following the meeting with the PRG we agreed the following action plan:

- 1) Review our telephone system – to enable us to provide improved efficiency to manage the call demand especially at very busy times of the day. Eg. Review of incoming lines, phone messages
- 2) Improving the comfort of the waiting room, eg, softer chairs, more magazines, water dispenser, radio louder

Validate the survey and findings through the local patient participation report. Payment Component 4

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Were there any significant changes not agreed by the PRG that need agreement with the PCT?

No

Validate the survey and findings through the local patient participation report. Payment Component 4

Stage Four *continued***Results****17**

Are there any Contractual considerations that should be discussed with the PCT?

No

Validate the survey and findings through the local patient participation report. Payment Component 4

Stage Five**Action Plan****18**

How did you consult with the PRG about the action plan?

**The patient survey results were emailed to all our patient group members, 2 weeks before the meeting to discuss them in detail.
At the meeting we went through the survey question by question.
An action plan was developed following consultation with the PRG at the meeting on 9th March,2012.
The survey results, meeting minutes and action plan are all present on our practice website.**

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5**

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Please give a brief summary of priorities and proposals agreed with the PRG arising out of the practice survey:

FOLLOWING THE MEETING WITH THE PRG WE AGREED THE FOLLOWING ACTION PLAN:

- 1) **TELEPHONE SYSTEM – WE HAVE DECIDED TO THOROUGHLY REVIEW THE ACCESS PROVIDED TO OUR PRACTICE BY THE CURRENT TELEPHONE SYSTEM. WE WILL AUDIT IN DETAIL OUR INCOMING CALLS. REVIEW THE PROVISION OF INCOMING LINES, ASSESS THE MESSAGES AND NUMBER OF RECEPTIONISTS AVAILABLE. THIS WILL ENABLE US TO PROVIDE AN IMPROVED EFFICIENCY TO MANAGE THE CALL DEMAND ESPECIALLY AT BUSY TIMES OF THE DAY. WE ARE PREPARED TO LOOK AT ALL OPTIONS TO IMPROVE OUR PHONE ACCESS.**
- 2) **IMPROVING THE COMFORT OF THE WAITING ROOM- WE HAVE DECIDED TO MAKE OUR WAITING AREA MORE USER FRIENDLY. THIS WILL BE DONE BY PURCHASING SOFTER CHAIRS, MORE MAGAZINES, INSTALLING A WATER DISPENSER, MAKING THE RADIO LOUDER.**

DR MALIK AND MARY SIMPSON (PRACTICE MANAGER) WILL BE RESPONSIBLE FOR THE IMPLEMENTATION OF THE ACTION PLAN BEFORE MARCH 2013.

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5**

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Were there any issues that could not be addressed? - if so please explain

No

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Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5

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Has the PRG agreed implementation of changes and has the PCT been informed (where necessary)

The PRG has agreed the action plan- see 19. Copy of this report will be sent to the PCT.

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5

Stage Six

Publication of Report

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Please describe how this report has been publicized/circulated to your patients and the PRG

Report has been published on our practice website. The report and patient survey results are also available to view in the practice waiting room. They have also been emailed to all our patient group members.

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Additional statement to support report publication. Payment component 6

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Additional Information

Opening Times

Confirm Practice opening hours - explain how patients can access services during core hours?

Monday to Friday- 8.30am to 6.30pm. (Extended hours –see below). Patients can access services by ringing the practice, appointments/repeat prescriptions can be arranged via the internet, or by attending reception in person.

Additional statement to support report publication. Payment component 6

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Where the practice offers extended opening hours please confirm the times that patients can see individual health care professionals?

**Monday 7-8am, 6.30-7.30pm
Tuesday 7-8am.**

Additional statement to support report publication. Payment component 6

Number of PRG meetings which have taken place since 1st	12
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April 2011	
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Office Use:											
DES Component	Section attained in										
One	1		2		3		4				
Two	5		6								
Three	7		8		9		10		11		
	12										
Four	13		14		15		16		17		
Five	18		19		20		21				
Six	22		23		24						