

Hicks Group Practice

Patient Participation Report 2013/14

Guidance notes

This report must be published on the Practice website and a copy submitted to england.ea-des-activity@nhs.net by no later than 31st March 2014.

(This report should be used as a standard report template. It is annotated throughout to ensure the required information is documented appropriately. These guidance notes will be in grey and should be removed from the version uploaded onto your website to make the report easier for patients to read)

1. Maintaining the Patient Reference Group (PRG)

A summary of the process in place to annually review the practice profile to ensure the group is as representative as possible and, if not, the continuing recruitment process used to demonstrate every effort has been made to engage with any unrepresented groups.

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 annual practice survey.

3. Details and Results of the Local Practice Survey

A description of the local practice survey, 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) on the survey findings

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 on the practice website by the 31.03.14

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 2013/14

1. Our Patient Participation Group

1.1 If this is the first year of your PRG, has a constituted structure been developed to reflect the practice population and to obtain feedback? How were representatives sought and what work was carried out to engage with any underrepresented groups?

Not applicable

1.2 If this is not your PRG's first year, is the PRG still representative of the practice population? If there are underrepresented groups, how does the practice try to engage with them?

The Practice has continued to ask patients to share their email address with the Patient Group at the point of registration. The practice uses electronic advertising in the waiting room and promotes the Patient Group in the patient leaflet.

The Group maintains its own notice boards at each surgery and regularly updates information on meeting dates, the role of the Patient Group as well as contact details for members. The group are working with the Practice Manager to produce a joint newsletter. The Practice continues to support the Patient Group in its efforts to reach as broad a section of the practice population as is possible.

The Patient Group was in attendance at both sites for the duration of the patient survey, to promote and encourage patients to engage with the Patient Group. Two new members have joined the Patient Group as a direct result of this. The Practice and the Patient Group are aware that the demographic of the Patient Group is 40+ and has tried hard to encourage younger members, however this is still to be achieved despite our best efforts.

The Patient Group has a suggestion box in each surgery and the comments are discussed at the Patient Group monthly meetings. The Practice and the Patient Group are working together to produce a FAQs sheet to go on the website, the Patient Group noticeboard and on the electronic noticeboard in reception.

The Patient Group has its own website which is referenced from the practices websites or through any search engine. The address of the Patient Group website is www.chrgpatientsgroup.co.uk

The Practice websites are:

www.charleshicksmedicalcentre.nhs.uk

www.romangatesurgery.nhs.uk

www.nhs.uk – Charles Hicks Centre

www.nhs.uk – Roman Gate Surgery

Guidance Notes: 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.

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

Guidance notes: 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 and including the identification of:

- ≡ Patients priorities and issues
- ≡ Practice priorities and issues including themes from complaints
- ≡ Planned Practice changes
- ≡ Care Quality Commission (CQC) related issues
- ≡ National GP and/or Local Patient Survey issues

2.1 How were the views of the PRG sought to identify the priority areas for the survey questions i.e a meeting, via email, website etc?

The Practice has engaged with the Patient Group at the monthly meetings to agree the priorities for the survey. The Patient Group and subgroup members discussed the survey questions and these were agreed with the Practice at the subsequent meeting.

The Patient Group and Practice frequently have complaints about access and the difficulty in booking appointments, therefore it was agreed that the survey for 2013/14 would focus on access to healthcare through the GPs and the views of the patients on the systems by which appointments can be booked.

2.2 How have the priorities identified been included in the survey?

The questions were designed to find out how patients accessed healthcare appointments and the awareness of the on-line services which the practice had developed over the last year.

Step 3. Details and Results of the Local Practice Survey

Guidance Notes: 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 Was a survey carried out between 01.04.13 and 31.03.14?

Yes, the survey was carried out in October 2013

3.2 What method(s) were used to enable patients to take part in the survey (i.e survey monkey, paper survey, email, website link) and why?

The survey was conducted in the practice , at both sites, over a two week period. The Patient Group distributed forms to the patients attending the surgery and when they were not in attendance the reception staff asked patients to complete the forms. The two week period that the survey took place included a Saturday flu clinic at each site.

3.3 Was the survey credible (was the response rate sufficient to provide 'the reasonable person' with confidence that the reported outcomes are valid)?

Yes the survey was the largest the Patient Group had completed with 866 patients completing the form. The data was collected by the Patient Group, inputted and analysed.

3.4 Please provide a copy of the survey and the analysis of the results of the survey.

Please see the attached Patient Group Survey 2013 results which include all the questions asked.

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

Guidance notes: 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 How were the survey results discussed with the PRG and any proposed outcomes agreed?

The Patient Group presented the survey results at the AGM in November 2013 and an action plan discussed. The Partner representative updated the Partners meeting of the survey results and the suggested action plan. An action plan was put forward and agreed at the Patient Group meeting in January 2014.

The outcome of the report showed that a large proportion of the practice population were not aware of on-line services and only a small proportion were using these to book appointments.

The Practice will actively promote on-line services at every opportunity and will update the website to show a clear pathway to on-line access for both appointments and prescription requests.

Patients access to GP appointments showed that only a small percent of patients report were never able to get an appointment on the same day.

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

Guidance Notes: Agree an action plan with the Patient Reference Group (PRG) and seek PRG/AT agreement to implement 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 What action plan was agreed and how does this relate to the survey results?

A copy of the action plan is attached. The Practice will continue to review the appointment system and the number of each type of appointment available to try and get the correct balance of appointments on each given day.

5.2 How was the PRG consulted to agree the action plan and any changes?

The action plan was produced following the discussion of the results of the survey and was agreed by the Patient Group and the Practice. The action plan will be reviewed and actions added through the year as a result of this process.

5.3 If there are any elements that were raised through the Survey that have not been agreed as part of the action plan what was the reason for this?

The action plan addresses all the areas raised in the patient survey.

5.4 Are any contractual changes being considered? If so please give details and confirmation that these have been discussed with the AT.

No

Step 6. Publishing the Local Patient Participation Report

Guidance Notes: Publicise actions taken and subsequent achievement

Component 6

As part of component 6 of the DES the practices is required to publicise this Local Patient Participation Report on the Practice website and update the report on subsequent achievement by *no later than 31/03/2014*. A copy must also be sent to the AT by then.

6.1 Are there any further actions that have occurred from the:

2011/12 Action Plan

All staff have name badges and the staff photoboards are now up in each surgery with pictures of the current staff for both sites.

2012/13 Action Plan

No

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

6.3 What are the practices opening hours and how can patients access services during core hours (8am-6.30pm)

Practice opening hours are as follows:
Monday – Friday 08:30 -13:00 13:30-18:00

Patients are able to access the the surgery by phone from 08:00 through to 18:00 for emergencies and during the times stated above for non-urgent queries. The Practice has a formal agreement with Urgent Care Cambridge to provide cover from 18:00 to 18:30, cover is then provided by NHS 111 until 08:00 am. Appointments can be made either in person, on the phone or on-line.

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 Do you provide extended hours? If so, what are the timings and details of access to Health care Professionals during this period.

The Practice provides 6 ¾ hours of clinical extended hours per week. Each surgery holds one evening session a week, alternating on Monday and Thursday.

7. Practice Declaration – this is only required as part of the report submitted to the AT

The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2013/14 .

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

Name: Lorraine Baker

Dr Carolyn Smithson

Signed:

.....

Practice Manager PPG Lead Partner

Surgery code: D81050

Date: 26 March

2014.....

Website: www.charleshicksmedicalcentre.co.uk
www.romangatesurgery.nhs.uk

FOR AT USE ONLY

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

Report published and evidenced on Practice website by required deadline:
