

DR LELIJVELD AND PARTNERS D83008

Patient Participation Report 2013/14

1. Maintaining the Patient Reference Group (PRG)

Burlington Road PPG was formed in July 2013 following a campaign within the Practice, inviting patients to join us on quarterly basis. The initial response was slow so the group was commenced on a small scale but are actively trying to recruit a wider representation of the practice population. We have display boards within all waiting rooms informing patients of the PPG, promoting their ideas and work. All those that have shown an interest in joining the PPG are sent a personal e-mail inviting them to join the next meeting. We will attach a copy of our PPG leaflet to our New Patient Registration Pack.

We have added details of the group to our Practice website and will advertise the dates of this year's meetings.

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

As this was to be our first Practice Survey and with the slow progress of recruiting patients to the group, we agreed we would try to seek general issues that were relevant and affected the patients pathway from initial contact to how this practice could improve its service.

1. About the Practice - Practice Opening Hours, Contacting the Practice, Choice of seeing a doctor/nurse, Telephone appointments, Comfort of waiting room and Length of time waiting to see a clinician.
2. About the Patient's appointment with either Doctor or Nurse, Listening skills of clinician, Explanations of things, Reassurance, Confidence in clinicians ability, Respect and amount of time given for the appointment etc.
3. About the staff, manner of receptionist, respect for privacy and confidentiality.
4. Information on Services

3. Details and Results of the Local Practice Survey

The survey has been carried out during March, 2014. We will be handing out over 500 survey to patients attending the surgery who have made appointments on the day for both Doctor and Nurses over a 2 week period and the results will be back for the next meeting in April. The results will be published on also on the website to share with our patients.

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

Hard copies of the results will be displayed on our designated PPG notice boards in all waiting rooms, also being published on the Practice website. The results will be discussed at the next meeting scheduled for April 2014 and an agreed action plan will be discussed and we welcome any feedback.

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

As at the time of writing this report we have no data to analysis. At the last meeting in January the group were keen to assist us with our Weight Management Programme, they were eager to empower patients to take the lead in losing weight with the assistance of our WM Team. We need to create a momentum for reducing weight which has been shown to improve patient's BMI's, pain, depression symptoms and general help to make people feel better. As we now designated PPG notice boards, a member of the group contacted Live Well Suffolk and obtained display material to remind patients of simple help methods of losing weight and to advertise when seeing a Doctor or Nurse to ask them just to weigh them.

Also discussed at this meeting we Extended Hours, Online Access, Telephone Appointment Booking and Referral Waiting Times which will inevitably be highlighted in the Patient Survey 2014.

6. Publishing the Local Patient Participation Report on the practice website by the 31.03.14

7. Practice Declaration

I can confirm that the report is a true representation of the work carried out in order to fulfil the requirements of the PPG DES 2013/14.

1. Our Patient Participation Group

We advertised within the Practice Waiting Rooms asking willing patients to complete a short questionnaire with contact details on if they wished to be contacted with a wish to become part of the PPG Group. This was commenced in the early part of the summer last year and to date the response has been very slow. We have added the invite to the Practice website and have notices all around the Practice inviting patients to enquire within reception.

We have discussed the desire to extend the members of the group within the PPG meeting and currently another 4 patients names have been mentioned and the PPG members will enquire from these patients off their availability for the next meeting.

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?

At present the PPG is not entirely representative of the practice population. We are currently looking at displaying our PPG information in other languages but having to make sure that the information displayed is actually what we want it to say. We do include patients from marginalised backgrounds as one of our disabled patients is keen to attend but currently is unable due to mobility problems and so we communicate with her via e-mail.

We will be sending out invitations with all outgoing mail from 1st April to attract a wider patient population who may not visit the surgery regularly to see the material displayed.

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

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?

We currently invited members of the PPG via e-mail where they are asked for specific areas to be discussed. The Lead GP and the Practice Manager encourage these members to come up with ideas and this has been successful with the PPG raising awareness of promoting Weight Loss.

As described previously priority areas for the survey questions are around:-

About the Practice

About the Doctor/Nurse

About the Staff

About Practice Policies

We have had lengthy discussions during the PPG meetings held so far on aspects of General Practice as members were unaware of what exactly goes on behind the scenes.

Appointments and availability was a big topic and how the Practice arrived at the breakdown of appointments available to be pre-booked and on the day. This will be reflected in the survey, if patients are satisfied with the way we offer these.

2.2 How have the priorities identified been included in the survey?
A copy of the questionnaire will appear on the website alongside the published results.

Step 3. Details and Results of the Local Practice Survey

3.1 Was a survey carried out between 01.04.13 and 31.03.14?
The survey was carried out between 03.03.14 - 21.03.14

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?

Paper Survey

With the timing of this survey due to the commencement of the PPG late in 2013 we have carried out the survey in Practice will a wide range of patients using the service between these dates.

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

We believe the survey offered was credible as have had all surveys returned that were offered out and I am sure the responses will be a true reflection of our practice populations feedback.

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

This will be available within the next 2 weeks.

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

4.1 How were the survey results discussed with the PRG and any proposed outcomes agreed?

The results will be available for the next PPG meeting and will be fully discussed. Plans outlined and put into operation.

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

5.1 What action plan was agreed and how does this relate to the survey results?

Awaiting survey results

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

The action plan and any changes will be fully discussed with the PPG and every effort will be made to achieve any action points that have been raised.

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?

Until the results are known we are unable to comment.

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

Await survey results

Step 6. Publishing the Local Patient Participation Report

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

2011/12 Action Plan

No report

2012/13 Action Plan

No report

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)

Monday - Friday 08.00am-18.30

Patients can access the service in person, via telephone and online access.

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

Monday, Tuesday and Thursday between 18.30-20.30 pre-bookable appointments with a GP.

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:

Signed:

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Surgery code:

Date:

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Website:

FOR AT USE ONLY

Date Report Received by the AT: _____

Receipt Acknowledged by:

Report published and evidenced on Practice website by required deadline:
