

Patient Participation Report

Stage One						
1						
Practice Population:						
1798			Sex:	Male	958	Female 840
Age:		Under 16's	310			
		17 - 25	195	36 - 45	219	56 - 65 238
		26 - 35	284	46 - 55	264	66 + 288
Ethnicity:		Caribbean		12	<i>other:</i>	
British, Mixed British		1561	African		<i>other:</i>	
English		Mixed Black		<i>other:</i>		
Scottish		Chinese		5	<i>other:</i> 10	
Welsh		Japanese		<i>British Pakistani</i> 169		
Indian, British Indian		39	<i>Sri Lanka</i>		2	<i>other:</i>
Are there any specific Minority Groups within the Practice Population?						
Practice has majority of patients who are British or mixed British, second largest majority group is British Pakistani 3 rd group in British Indian						

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

2						
Patient Representative Group Profile (PRG):						

4		Sex:	Male	2	Female	2
Age:	Under 16's					
	17 - 25	36 - 45		56 - 65	1	
	26 - 35	46 - 55	1	66 +	2	
Ethnicity:		Caribbean		other:		
British, Mixed British	4	African		other:		
English		Mixed Black		other:		
Scottish		Chinese		other:		
Welsh		Japanese		other:		
Indian, British Indian		other:		other:		

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

Practice had left posters in the reception and invited patients to form a patient representative group. No one volunteered Patients attending the surgery for clinics and collecting prescriptions were given the information and they said that they will let us know, but no body did. We would also put the reports in the reception rooms and display on the Jayex system to join the PRG. Explanations were given to the patients at the reception desk that we are looking for the Patients to join the PRG.. We tried to engage young patents and patients from ethnic minority background but there was no success, The practice is currently looking at recruiting and will continue to recruit patients to join the PRG . We will have meetings with the existing PRG members for suggestions.

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?

As most of our patients are British & Mixed British and of different age groups, we have managed to get the right representation in the terms of age group and ethnicity. However we will still display the posters in case any one wants to join us. Now the website is live we would like our patients to know that we can still recruit new members. Reports will be displayed in the reception rooms that might help us to recruit. Reception staff will continue to inform the patients about the PRG and their roles. We do not have any young patients in the PRG and as discussed above will discuss this with our PRG for any suggestions.

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)

As discussed above we tried to include every one to participate in the PRG but no one volunteered because of their time commitments. Looking at the practice profile we have the right representation of patients in terms of age group and ethnicity, however we will try to recruit young patients and patients from ethnic minority to join the group. Reception staff, nurse and doctor will inform patients at the consultations and attendance at the surgery. . More emphasis will be laid on young patients and patients from ethnic minority background to join us and practice will show the reports to them so that they know what is involved. We tried to inform most of the patients especially young patients attending the surgery that we are looking for patients to join the PRG.

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

Stage Two

Agreeing Priorities

5

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

Practice had the meeting with all members of PRG on 22 March 2012 and discussion took place regarding the survey done and their own personal opinion on the survey and how they would like the practice to improve and any observations/comments they have heard from the patients when they attended the surgery while waiting in the waiting room. Two members of PRG had looked at the questionnaires before they were handed in to patients and advised us that these are the questions which patients would like to give their opinion on and after the survey when the results are available practice will be able to look at the issues raised and set the priorities. Patients were given the chance to write their comments and suggestions and were asked to leave their names so that they can be informed of the changes made as a result of their suggestions and comments. Some of the issues like not knowing the doctor and nurse can have the consultation on telephone and frequent use of A&E for non emergencies were also discussed.

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?

Some of the priorities were set from the questionnaires and some issues were discussed by the doctor about day to day running of the practice. Following priorities were set jointly by the PRG, doctor and the practice manger at the meeting on 22 March 2012. Discussion on PBC and new CCG commissioning was also discussed.

The priorities were set as:

Meeting the aspiration of the patients

Managing the situation within the budgets

Creating an environment where they feel comfortable

Use the Jayex system to display the website

Remind people to give their e-mail address so that new information could be sent to them

Display the information on the Jayex display system that they should inform the reception staff about their change of address or telephone number. Even though the posters are displayed in the surgery

The above priorities were chosen that some of the patients wanted the helpful staff, telephone consultation with doctor and the nurse. Practice was trying to stay within budgets so that patients could be seen in the surgery rather than using A&E for minor illnesses. Patients need to give us the contact number and change of address so that we can contact them for any abnormal results or any information for vaccinations or smears could be conveyed to them urgently.

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?

Practice has been using surveys from 2004 using GPAQ questionnaires. This time practice designed its own questionnaire and some of the questions were used from GPAQ questionnaire which practice had used in the past. Practice looked at the previous feedbacks and used the questions where patients had mentioned that they need to see some improvements on the running of the practice. Practice wanted to know that we were able to score highly on the points where we had scored slightly low in the past.

GPAQ questionnaire was not relevant to the small practices which would give us the experiences patients are having about the consultations with the doctor and the nurse, We needed to know that patients have easy access to telephone and appointments PRG group also wanted this information because they thought that it is important that patients are satisfied with this access.

Looking at the previous feedback we wanted to make sure that we had learnt from the weaknesses we had in the past. However it was disappointing that some patients 30% did not know that we have the doctor and Nurse telephone consultation service. These are the group of patients we are trying to reach.

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

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

9

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

Questionnaire were distributed to the patients attending the surgery in Dec 2011, Feb 2012 and March 2012 to see the doctor or nurse for dropping and collecting prescriptions. Only 37% of the questionnaires were returned. They were put in the collection box for collating and summarizing the feedback. We also have a suggestion box in the surgery. On 20th March all the feedback questionnaires were summarized and after the meeting with the PRG on 22 March 2012 our PRG members Rosemary and James volunteered to do the graphs. We are very thankful for the time they have spend doing it

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?

We made sure every patient attending the surgery was invited to fill it in. Some patients volunteered and some took it away to fill them in at a later date. Patients who attended the clinics and visited surgery for dropping or collection of prescriptions. Patients calling for the test results and collecting X-ray forms, choose and book forms were also invited to fill them in. We displayed the questionnaires in three different months so that most of the patients get the chance to fill them in.

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

Stage Three continued

Survey	
11	
How has the practice collated the results?	
<p>Patients were asked to leave their feedback sheets in the collection box in the surgery or post it if they wanted to. Collection box was checked every day for any returned questionnaires and collated on 20 March 2012. Practice Manager collated the survey forms as she has been doing it since 2004 and created a report which was given to the PRG before the start of the meeting on 22 March 2012. The results were put on the spreadsheet by James and Rosemary members of PRG.. They were great and spent lot of time doing it and producing the graphs which are displayed on the website. Their help was also appreciated and put in the minutes of the meeting.</p>	

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

12	
How were the findings fed back to the PRG?	
<p>All the questionnaires were summarised and results collated. Practice produced a report and this was presented to PRG at the beginning of the meeting on 22 March 2012. There was lot of discussion on the results. All the results were given in a summary and the questionnaire and equal opportunity form was also given for comments. Practice manager answered any queries PRG group had regarding the feedback and equal opportunities monitoring questionnaire.</p>	

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

Stage Four	
Results	
13	
Please describe survey results:	

Please see the attached graphs on the website

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?

After the discussion on the feedback from questionnaire PRG was given the chance to comment on the results. Each question was discussed in detail and its significance was noted. Negative points were noted and priority list was created. Each representative was asked to give their comments on the questionnaire and its results and priority setting.

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?

As described above there should be more promotion of services. Display on the JAYES system about the website and how they can put their comments on the website.

Remind patients that they should give us their e-mail address so anything in the future will be sent to them. Inform patients that they can get more involved in the running of the practice or any advice they can give to improve the services

PRG was satisfied with the provision of services provided, especially they noted that everybody gets appointment straightaway and patients have the chance to attend during extended hours

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?

There was no significant changes the only change they wanted was that PCT should send the questionnaire to each patient as they did that it in past so that everyone who wants to can give their feed back. It will be an expensive exercise for the practice to do this . But there was no suggestion how we can achieve this

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

Stage Four continued

Results

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

There are no contractual considerations that need to be discussed with the PCT. The only suggestion will be to send the questionnaire to all the patients as they did in the past so that every one can participate. We did discuss that the survey done by the GOVT was done in the last few years but the response rate was very low.

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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 action plan was drawn at the end of the meeting on 22 March 2012		
Action: Plan:		
What needs to be done	Who will be involved	When do we want it to be done by
Put all the information on the JAYEX Surgery details, extended hours and doctor and nurse phone consultation times	Practice Manager & James PRG	June 2012
Paint the surgery to improve the general appearance of the surgery	Practice Manager to start getting quotes	September 2012
Recruit more young members and patients from ethnic minority background for PRG	PRG and practice Manager, doctor , reception staff and nurse.	Ongoing and monitor in September 2012 & March 2013
Do a patient survey	Practice Manager , reception staff and PRG	September 2012, December2012 and March 2013
	Practice Manager, PRG	March 2013

Arrange meeting with PRG and put the survey on the website		
Staff at reception to check patient details for change of address and	Reception staff	Start ASAP and continue to do so
<i>Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5</i>		

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

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

As mentioned above we discussed the priorities and action plan at the PRG meeting on 22 March 2012 and an action plan was drawn.

Please see the action plan above

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

Patient education and communication. PRG mentioned that there should be patient education regarding managing minor illnesses. Pharmacy first posters are displayed in the surgery. Reception staff should let patients know about this service when they make appointments. Patients frequently attending A&E for minor illnesses should be sent letters that for minor illnesses they should attend Pharmacy First, walking center or to come to see the nurse or the doctor.. Patients should also inform surgery if they have changed the telephone number or address in past few months. There are notices in the reception to remind patients that they should let reception staff know about change of their details

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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 agree implementation of changes and has the PCT been informed (where necessary)	
There are no changes which need PCT involvement	

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

Stage Six	
Publication of Report	
22	
Please describe how this report has been publicized/circulated to your patients and the PRG	
PRG was given the report at the meeting , it will be displayed on the website. There will be copies at the reception desk. There will be a notice to say that if they want to see the report they can get a copy form the reception desk. Messages will be put on the Jayex system. Those patients who had filled in their names on the questionnaire will be sent a copy.	

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?

Mon	8.15-6.30
Tues	8.15-6.30
Wed	8.15 – 7,30
Thurs	8.15 - 12.30
Fri	8.15- 6.30
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Practice is open all the time during opening hours. Patients can access the surgery by attending personally or by ringing 0115 9786557. They can make appointments anytime by phone or in person during opening hours. There is a message for patients on how to contact our of hours service for any medical emergencies when the surgery is closed.

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?

Practice offers extended opening hours on Wednesdays From 4.30-7.30. Patients can see the doctor from 4.30 – 7.30. They can make appointment by telephone or coming in person. They can also book their appointments weeks ahead if they want to.



Additional statement to support report publication. Payment component 6

Number of PRG meetings which have taken place since 1st April 2011	Two There were also numerous telephone conversations as well to check on the things
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2 members of PRG helped with the design of website and producing graphs of the patient s survey

ACTION PLAN

The action plan was drawn at the end of the meeting on 22 March 2012

Action: Plan:

What needs to be done	Who will be involved	When do we want it to be done by
Put all the information on the JAYEX Surgery details, extended hours and doctor and nurse phone consultation times	Practice Manager & James PRG	June 2012
Paint the surgery to improve the general appearance of the surgery	Practice Manager to start getting quotes	September 2012
Recruit more young members and patients from ethnic minority background for PRG	PRG and practice Manager, doctor , reception staff and nurse.	Ongoing and monitor in September 2012 & March 2013
Do a patient survey	Practice Manager , reception staff and PRG	September 2012, December2012 and March 2013
Arrange meeting with PRG and put the survey on the website	Practice Manager, PRG	March 2013
Staff at reception to check patient details for change of address and telephone numbers	Reception staff	Start ASAP and continue to do so

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				