

**The Burwell Surgery**

**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](mailto:england.ea-des-activity@nhs.net) by no later than 31<sup>st</sup> 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?

**A variety of methods are used to recruit new members and reach different groups. Posters are displayed in the practice, the library and the post office. The website includes an invitation to join the group along with additional information. It is also included as part of the patient survey and the practice actively directly approach patients to invite them to join in order to achieve a representative group. We still find younger members more difficult to recruit.**

**As part of this years action plan a Facebook page is being considered to try and engage younger PRG members.**

**Total membership currently stands at 56.**

**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?**

Priority areas were initially identified by a meeting involving the lead GP for the group, the Practice Manager, a Practice Patient Participation Group Representative and a Member of the Patient Participation Group. The discussion covered common areas that are considered key to maintaining a good quality service for patients including access, patient experience, services available and communication. A review of complaints and suggestions was carried out to identify any common factors that may highlight an area needing priority.

A draft survey was distributed via email and posted to PRG members requesting further input on areas of priority.

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

The survey used questioning aimed to cover different aspects of the key priority areas identified. For example ease of access was approached by asking about both opening times and ease of making the appointment. Patient experience was covered by questions relating to staff interaction with patients from varying departments within the practice, plus comfort of patient in the waiting room.

Communication was covered by asking questions about the notice boards and website. We also tested our communication success by checking patient's knowledge of important services offered and options available to them for their health care needs.

In addition to these key priority areas, the PRG were keen for the Practice to find a way to support them with a healthy lifestyle.

### 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**

**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 made available through email, paper copy and on the website. Not all PRG members are online. We hoped to get more completed surveys by putting the survey on the website and in the waiting room.

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 had 46 surveys returned which is in line with last year results.**

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

**See attached.**

#### **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?

**Results were initially emailed to PRG members for comment, along with an invite to attend a group meeting to discuss in person. All results were discussed at this meeting and it was recorded through minutes. Members were actively encouraged to contribute action points.**

#### **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?

**See action plan for details. The main area for improvement that came from the survey was communication on existing services and promoting a healthy lifestyle. These are being addressed through points 1, 2, 3, 4, 5 and 8 of the action plan.**

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

**The action plan was emailed to all members for comment prior to publishing.**

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?

**All areas raised for improvement were agreed and included in the action plan.**

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

n/a

## 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 - n/a

2012/13 Action Plan – see Action Plan 2012/13 review

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)

**By telephone 08.00 to 18.30**

**In person 08.30 to 18.30**

**Online for appointments and prescriptions 24/7**

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.

**Extended hours are offered every Monday evening 18.30 to 20.30 for Doctor appointments only during this time.**

**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: .....Debbie Everitt.....

Signed: .....

Surgery code: ...D81051.....

Date: .....31/03/14.....

Website: .....www.theburwellsurgery.co.uk.....

***FOR AT USE ONLY***

Date Report Received by the AT: \_\_\_\_\_

Receipt Acknowledged by: \_\_\_\_\_

Report published and evidenced on Practice website by required deadline: \_\_\_\_\_