

Milton 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 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)

The PPG had a stall at the Milton Fete to promote the group and try and encourage new membership. They have also advertised the Group within the local free newspaper. Patients that have shown interest are invited to attend the next meeting.

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

This was discussed at the PPG meeting. They group were shown a past survey and then agreed at the meeting what they thought was important to ask this year. They also considered events that had been discussed during the year at the PPG meetings.

3. Details and Results of the Local Practice Survey

The PPG thought it would be good to use the GPAQ survey that was used last year and to use the same extra questions that they also decided on. This would enable everyone to see whether the changes that had been put in place during the year had made any difference. The results are attached and can be found on the Milton Surgery Website

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

The results were sent to each member of the group to enable them to study them before the meeting. They were then discussed at the next meeting. The results were also put on the Milton Surgery Website.

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

An action plan was agreed showing two main areas to concentrate on. Please find attached action plan. The action plan will be published on the surgery website and also put in the PPG folder within the Surgery waiting room

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

The local Patient Participation Report will be put onto the practice website before 31.3.2014 and also placed in the Patient participation folder within the surgery waiting room. The practice opening hours and how patients can access the services is already within the practice leaflet and on the surgery website.

7. Practice Declaration

I declare that the 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?

This is not our first year

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 PPG continue to struggle to get representation from a wide selection of the practice population. The group had a stall at a local fete to try and get more interest and promote themselves to wider social groups. They continue to advertise in the local newspaper and have contacted a local college to make them aware of the group

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?

This was via a meeting

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

The group felt that there were no new areas to identify and kept with the previous questions so as to see if there was any improvement as alterations had been made from the previous 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?

The Survey was carried out between 1.11.2013 and 31.12.2014

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?

It was a paper survey. We have not used the internet but may use this in the future.

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

150 surveys were given out and returned. These were then analysed in house by using an appropriate package for statistical analysis. We were happy with the 100% return rate which will give us a valid outcome.

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

Please find attached a copy of the survey and analysis

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 results were discussed at a meeting and areas which showed concerns were talked about and an actions were agreed.

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?

The actions for the plan was discussed at the meeting and then the plan was typed and sent to the group for approval
See attached action Plan

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

The members of the PPG group were sent the typed action plan and asked to check that it was what they had agreed before it was published

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?

There were no elements raised that were not put on 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.

There are no contractual changes to be made or considered.

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

We continue with the extra catch up appointments and lengthened surgery to help stop patients waiting too long to see the Doctor.

2012/13 Action Plan

The PPG group felt that more people were now aware of them due to the actions agreed within this plan.

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)

- 7.45 -12.00 via telephone, surgery and website
- 12.00 – 2.00 via telephone and website
- 2.00 -6.00 via telephone, surgery and website
- 6.00 -6.30 via telephone covered by Urgent care

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.

We do not provide extended hours

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:Milton Surgery Signed: ...Pam Vincett.....
Surgery code: ...D81612... Date:26.2.2014.....
Website: www.miltonsurgery.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: _____