

## Patient Participation DES Report

### Key objectives

The purpose of the Patient Participation DES is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice. It aims to encourage and reward practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as gatekeeper to other services. The DES aims to promote the proactive engagement of patients through the use of effective Patient Reference Groups (PRGs) and to seek views from practice patients through the use of a local practice survey. The outcomes of the engagement and the views of patients are to be published on the practice website.

#### Step1

#### Develop Patient Reference Group

- Evidence of knowledge of practice population
- Evidence of attempted engagement of groups not currently involved in PPG
- The practice should try to ensure that specific care groups are reflected in the representative group wherever possible. (care homes etc)
- Practices should particularly ensure that they comply with the Equality Act when developing a PRG.

The Spinney is a training practice which has a practice population of 6720 patients as of March 2012. The age/sex break down is detailed at the end of this report.

We are open between 8am and 6.30pm week days and 8am to 12 noon on a Saturday. Outside of these ours our patients in need of emergency treatment are seen by St Helens Rota Out of Hours Service.

Our patient group has been established for many years. The group comprises of 5 men between the ages of 46 and 71 and 3 women between the ages of 51 and 67.

We saw the DES as a great opportunity to extend our group to include those who wouldn't normally be represented.

Our practice list size is predominantly white british (97%) with a small cohort of ethnic minorities (3%) the majority of which are polish.

We have campaigned in the waiting room for more volunteers for our PPG by means of quarterly **newsletter** ([read here](#)) which is created by our PPG,

**notice board**, which is purely dedicated to recruitment and information for PPG candidates and remains so all year round.

Additionally we have an open invite

	<p>on our <b>website</b> front page which offers patients the opportunity to join either in person or electronically and gives the minutes of the last meeting and the date of the next meeting. Additionally we have targeted patients who attend our <b>family planning/sexual health clinics</b> as this is usually a younger demographic. We also hand out newsletters to all our <b>Saturday surgery</b> patients as a way of accessing patients we don't access through the week. Our PPG has provided <b>recruitment drives</b> during surgery times in the waiting room and have also set up a PPG <b>suggestion box</b> in the reception area for people to put themselves forward for the group or to provide their email address for the virtual group.</p> <p>We have seen our group increase in size minimally and still feel that that group is not representative. Never the less we make the group accessible to all by offering a virtual membership for those who work through the day or who are unable to get in to the practice.</p> <p>We have sent newsletters to our care homes but they are still not represented. The PPG are looking to develop this over the next year.</p> <p><a href="#">See minutes 19012011</a></p>
<p><b>Step 2</b>  <b>Agree areas of priority with PRG</b></p> <ul style="list-style-type: none"> <li>• The PRG will shape the areas to be covered by the local GP practice survey.</li> <li>• Patients should be asked their suggestions for the survey as well as criteria that is of importance to the practice.</li> </ul>	<p>A draft of the patient questionnaire was submitted to the PPG and amendments were made at their request. Please <a href="#">see attached minutes</a>.</p> <p>The members wanted to focus on access and opening times which we did. We agreed this area of focus as this is an area we want to improve also.</p>

<p><b>Step 3</b>  <b>Collate patient views through the use of a survey</b></p> <ul style="list-style-type: none"> <li>• The practice must undertake a local practice survey at least once a year. The number of questions asked in the local practice survey will be a matter for the practice and its PRG to agree. Questions should be based on the priorities identified by the PRG and the practice.</li> </ul>	<p>The amended practice survey was distributed between November and the end of February. A meeting with Simon Bell from the Patient and Public Involvement Department revealed our questionnaire didn't ask re demographics. As we were had already launched the survey we were asked to complete over 150 questionnaires to ensure that a suitable percentage of our practice population was questioned. We did this and have amended the questionnaire in preparation for next year.</p> <p>All questions were based on access and quality of care and treatment. An example of the questionnaire can be found here <a href="#">Practice Survey</a></p> <p>168 questionnaires were completed (which represents 2.47% of population) the questionnaires were given out on Saturday's as well as through the week and sent to our care homes also (non returned).</p>
<p><b>Step 4</b>  <b>Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services</b></p> <ul style="list-style-type: none"> <li>• Practices should respond to the outputs of the latest local practice survey by providing the PRG with an opportunity to comment on and discuss the findings of the survey</li> <li>• Other relevant information may include themes from complaints received by the practice or CQC feedback if and when available</li> <li>• If the local practice survey points to the desire for significant change in a service or services provided, or in the way in which</li> </ul>	<p>All PRG members were emailed the results of the practice survey and a meeting was established for March 28<sup>th</sup>. The minutes of this meeting can be found on the practice website and in the practice newsletter.</p> <p>The group unanimously felt that the survey was successful and agreed several action points to be completed by the practice manager.</p> <p>No significant service change was suggested by the questionnaire results</p>

<p>services are delivered, the practice must, before it makes the change, seek the agreement of its PRG to any proposals it makes.</p> <ul style="list-style-type: none"> <li>• Where a practice proposes any significant change to a service or services they provide to which PRG agreement has not been obtained, the practice must obtain the agreement of its local PCT (or similar body to which the power to agree such change may have been delegated by the PCT) to its proposals.</li> </ul>	
<p><b>Step 5</b>  <b>Agree action plan with the PRG and seek PRG agreement to implementing changes</b></p> <ul style="list-style-type: none"> <li>• Following the discussions in Step 4, an action plan will be agreed with the PRG. The practice should then seek the agreement of the PRG in implementing the changes and where necessary inform the PCT. Steps 4 and 5 could take place at the same meeting, at separate meetings via an email group, or a combination of these or other methods.</li> </ul>	<p>Action points agreed by the PRG:</p> <ol style="list-style-type: none"> <li>1. Increase the completion ratio of surveys by: <ul style="list-style-type: none"> <li>• Starting the survey sooner</li> <li>• Making available on the website (needs to be interactive not PDF)</li> <li>• Encourage clinician participation (results show better turn around when handed to patient by doctor)</li> <li>• Email out to patients</li> <li>• Send text reminders to patients</li> <li>• Advertise website in waiting room</li> </ul> </li> </ol> <p><b>To be completed by Katie Power – June 2012</b></p> <ol style="list-style-type: none"> <li>2. to re-run survey in 6 months and to: <ul style="list-style-type: none"> <li>• ask PRG what specific topic to focus on</li> <li>• to include demographic information</li> <li>• to review with group and publish</li> </ul> </li> </ol> <p><b>To be completed by Katie Power – September 2012</b></p> <ol style="list-style-type: none"> <li>3. To focus on patient education by:</li> </ol>

- Produce article about “day in the life of a GP” to help people understand issues around capacity
- To continue to help patients understand about emergency and routine bookings and the ability to book in advance

**To be completed by Katie Power – June 2012**

