



Local Patient Participation Report 2012-13

Introduction

The purpose of the Patient Participation Direct Enhanced Service (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 Participation Groups (PPGs) and to seek views from practice patients through the use of a local practice survey.

Report Requirements

The outcomes of the engagement and the views of patients are to be published on the practice website. Practices must publish a Local Patient Participation Report on their website. As a minimum this must include:

- ❖ *a description of the profile of the members of the PRG*
- ❖ *the steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category*
- ❖ *details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey*
- ❖ *the manner in which the contractor sought to obtain the views of its registered patients*
- ❖ *details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan*
- ❖ *details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented*
- ❖ *a summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey*
- ❖ *details of the action which the contractor,*
 - i) *and, if relevant the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey*

ii) where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2013, has taken on issues and priorities as set out in the Local Patient Participation Report

- ❖ the opening hours of the practice premises and the method of obtaining access to services throughout the core hours
- ❖ where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

Practice Population Profile

Current practice list size is 3625 as at 28th March 2013. This list comprises 1890 males and 1735 females.

Profile of the members

The practice representation has a demographic split of the following:

- ❖ Current PPG Members 4
- ❖ 40 - 64: 3 Female representatives
- ❖ Over 65: 1 Male representatives

Steps taken by the contractor to ensure that the PPG is representative

We produced an expression of interest invitation for a PPG across both sites which we circulated within the practice in the following ways:

- ❖ Practice notice boards,
- ❖ Practice website with a dedicated PPG section,
- ❖ Patient call/display board,
- ❖ Attendance of PPG committee at Flu clinic event

The PPG have identified the need to recruit further members across a wider demographic base within their proposed work plan.

Surgery Opening Times

Monday	8.30am to 7.30pm (6.30 – 7.30 extended hours)
Tuesday	8.30am to 6.30pm
Wednesday	8.30am to 1.30pm
Thursday	8.30am to 6.30pm
Friday	8.30am to 7.30pm (6.30 – 7.30 extended hours)



Patient Satisfaction Survey – 2012/2013

Part A. Discussion of local practice survey findings

<p>1. Patient participation group (PPG) members present:</p> <p>Members present at meeting on 26TH February 2013:</p> <p>4 PPG members</p>
<p>2. Practice staff (and designation) involved:</p> <p>Dr P S Wasu Dr A Ramasamy</p> <p>Mrs H Wasu – Practice Manager Mrs K Nagpal – Deputy Manager</p>
<p>3. What activities have you undertaken to address issues raised by your last survey which were deemed as priority and your PPG and your practice staff?</p> <ol style="list-style-type: none">1) 0844 Telephone number – Phone number changed to 0208 number2) The manner treated by Reception staff – Staff training3) Difficulties on obtaining appointments – Reviewed appointment system and employed a long-term locum on Thursday mornings
<p>4. Which responses were most positive? 2012/13 Survey</p> <ul style="list-style-type: none">❖ Seeing a doctor/nurse of your choice❖ Practice Opening hours❖ The warmth of greeting by the doctor/nurse <p>Comments:</p> <ul style="list-style-type: none">❖ It should be noted that the responses to the question “<i>How would you rate the way you are treated reception staff</i>” showed a marked improvement on last
<p>5. Which responses were least positive? 2012/13 Survey</p>

- ❖ Seeing a Doctor/Nurse within 48 hours
- ❖ Length of waiting time at the practice

6. What are the main priorities identified by practice staff?

- ❖ Improved telephone response however increased lines, staffing for the 1 or 2 hours of extreme high demand makes this difficult..
- ❖ Increased publicity about appointment systems and where other advice can be obtained e.g. 111 number, pharmacist, self management etc. Steps to bridge the gap between what patients feel is necessary and what clinicians feel is appropriate.

7. What are the main priorities identified by the PPG?

The PPG recognises that they did a lot of work last year in consultation with the practice and it was felt new priorities should be identified this year. The priorities identified at the meeting held on 12 Dec 2012 included the following:

- ❖ Waiting time to see a clinician
- ❖ Length of time waiting in the practice to be seen – not being seen at the appointment time
- ❖ How to increase appointments through:
 - Reducing the number of DNA's
 - Having a better telephone triage system

Part B. Action plan: 2011/2012

The following were identified in the previous year:

Patient experience issue	What has been done to address this?
Telephones	Abolish 0844 number - Telephone number changed to 0208
Appointments	Lack of appointments – employed a permanent locum on Thursday morning in addition the normal sessions

Action plan: 2012/2013

Which areas did you mutually agree as priorities for action and intervention? Please complete the table below.

Priority for action	Proposed changes	Who needs to be involved?	What is an achievable timeframe
Length of waiting time	Review options and present potential solutions	PM and GPs	Within 6 months
Seeing a Doctor/Nurse within 48 hours	Reduce the number of advance bookings/increase GP sessions	PM and GPs	Within 6 months
How to increase availability of appointments	Reception areas/ waiting room	Suggestions from the PPG: <ul style="list-style-type: none">• Reduce the number of DNA's• Telephone triage	Ongoing
Appointment System	Increase publicity	PM and deputy PM	Ongoing