

THE CLARKSON SURGERY

Patient Participation Report 2012/13

Produced for the Patient Participation DES 2011/2013

Whilst this is a two year DES, many of the key stages are annual and assume an iterative approach being adopted by Participating Practices in developing the information being included in the Practice Reports posted to the practice website.
The expectation is that Year 2 reports posted by practices should build upon the Year 1 report, demonstrating how issues raised in Year 1 have been addressed.

This report must be published on the Practice website and a copy submitted to enhancedservices@cambridgeshire.nhs.uk by no later than 31st March 2013

Introduction

The purpose of the Patient Participation Directed Enhanced Service (DES) commissioned by NHS Cambridgeshire 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 a gatekeeper to other services.

The DES aims to promote the pro-active engagement of patients through the use of effective Patient Reference Groups (commonly referred to as PRGs) to seek the views from Practice patients through the use of a local practice survey.

The outcomes of the engagement and the views of patients are then required to be published as a Report on the Practice website.

This report summarises development and outcomes of *The Clarkson Surgery* Patient Reference Group (PRG) in 2012/13.

It contains :

1. Maintaining the Patient Reference Group (PRG)

A summary of the continuing recruitment process used to ensure that the PRG is of sufficient size and is as representative as possible of the Practice population.

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 practice survey.

3. Details and Results of the Local Practice Survey

A description of the local practice survey and 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)

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

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 2012/13

1. Maintaining the Patient Participation Group

Maintain the structure that gains the views of patients and enables the Practice to obtain feedback from the Practice population via the Patient Reference Group (PRG)

DES Component 1

As part of component 1 of the DES Practices are required to establish a Patient Reference Group comprising only of Registered Patients and use best endeavours to ensure their PRG is representative.

Recruiting to the Patient Reference Group (PRG)

1.1 The Practice is required to confirm **the on going process used in order to continue** to recruit to their PRG (tick all applicable and provide samples if appropriate)

- | | |
|--|---|
| <input type="checkbox"/> Wrote to patients (attach letter) | <input type="checkbox"/> Put up Posters in Practice |
| <input checked="" type="checkbox"/> Offered leaflets to all patients attending practice (attach leaflet) | <input checked="" type="checkbox"/> Emailed patients |
| <input type="checkbox"/> Put information on the practice website (attach web link) | <input type="checkbox"/> Other (please provide details in point 1.2 below) |

1.2 The Practice is required to provide details of all other methods of engaging patients and **how they are ensuring continued engagement with the PRG established in 2011-12.**

Information is provided at reception to patients who attend the Clarkson Surgery about the PRG, giving them the relevant website address where they are able to register online.

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.

1.3 The Practice is required to provide a brief summary of the patient groups represented in the Practices PRG and describe what steps they have taken to understand **any changes** to their own demographics in order to **ensure the PRG** is a representative sample of the population.

Our PRG consists of the following patient demographics:

Based on 279 registered members, 65% female and 35% male

17-24 years = 3%

25-34 years = 8%

35-44 years = 15%

45-54 years = 26%

55-64 years = 29%

96% British

1% Irish

2% Any other white background

1% Any other Asian background

1% not stated

Step 2. Method and Process for Agreeing Priorities for the Local Practice Survey

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 **building on the 2011-12 survey and results**, including the identification of:

- Patients priorities and issues
- Practice priorities and issues including themes from complaints
- Planned Practice changes
- National GP and/or Local Patient Survey issues

2.1 The Practice is required to describe the process it used to seek the views of the Patient Reference Group in identifying the priority areas for the survey questions i.e via email, website etc.

Regular polls were conducted throughout the year and some of the areas of concern were included in the practice survey. Patients also had the opportunity to put forward their own comments and suggestions, and some of these ideas are also included.

2.2 The Practice is required to list the priority areas and confirm how these match those set out by the PRG

Appointments have been an area of patient concern. We wanted to ascertain if patients understood the different types of appointments available such as appointments with the Nurse Practitioner and emergency appointments, as well as minor injuries and out of hours.

Other priority areas included the arrangements of flu clinics and disabled parking. Patients have also been asking about on-line booking of appointments, so it was included into our survey.

Step 3. Details and Results of the Local Practice Survey

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 The Practice is required to confirm how it determined the questions to be used in the survey?

The questions were decided after discussions with the PRG.

3.2 The Practice is required to confirm what method(s) it used to enable patients to take part in the survey? i.e survey monkey, Paper survey, email, website link.

A paper survey was handed out to all patients who attended the surgery between 30th January and 15th February. We received 871 replies.

3.3 The Practice is required to confirm how it collated the results

The answers were in a yes/no format and the results were collated in the form of percentages. *(Please see enclosed results).*

3.4 The Practice is required to confirm the dates of when the survey was carried out and provide a copy of the survey to demonstrate how the Practice has reflected the priority areas in the questions used.

The practice survey was carried out between 30.1.13 and 15.2.13 and a copy of the survey is attached.

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

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 The Practice is required to describe how it sought the views of the PRG on the findings of the survey and any proposed changes highlighted from it.

The answers to some questions indicated that patients would like to see changes in certain areas. We contacted the PRG to seek their views on the results of the survey. On the whole the PRG agreed to the suggested changes.

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

Agree and Action Plan with the Patient Reference Group (PRG) and seek PRG/PCT agreement to implementing 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 The Practice is required to produce a clear Action Plan that relates to the survey results and attach a copy of the agreed Action Plan for 2012/13.

A summary of the survey results and a copy of the action plan are attached.

5.2 The Practice is required to confirm how it consulted with the PRG to agree the Action Plan and how it sought agreement from the PRG to implement any changes.

The PRG was advised of the action plan, and was in favour of the changes proposed by the practice.

5.3 The Practice is required to advise whether there are any elements that were raised through the Survey that have not been agreed as part of the Action Plan and if so should outline the reasons why.

N/A

5.4 The Practice is required to confirm whether there are any contractual changes being considered if so please give details, as these will need to be agreed by the PCT.

There are no contractual changes planned.

Step 6. Publishing the Local Patient Participation Report

Publicise actions taken and subsequent achievement

Component 6

As part of component 6 of the DES the practices is required to publicise the Local Patient Participation Report on the Practice website and update the report on subsequent achievement.

The Practice should publicise the report as extensively as possible and ensure it appears on the Practice website *by no later 31/03/2013*.

6.1 The Practice is required to provide details of where the Local Participation Report has been published (include the link to the Practice website)

The results will be published on the Clarkson Surgery website theclarksonsurgery.co.uk

6.2 The Practice is required to provide any updates on progress against:

2011/12 Action Plan

Since the last survey, we have employed Dr Emily Knott for another three sessions per week.

2012/13 Action Plan

A team from the practice, including a GP, vice Practice Manager and senior Receptionist will be visiting another practice where a very successful triage system is already in place. It is very strongly intended that this will not hinder access, but should enhance the use of available resources.

In addition the Practice required to provide details of Practice opening hours and how Patients can access services through core hours

6.3 The Practice is required to confirm Practice opening hours and give details on how Patients can access services during core hours (8am-6.30pm)

The surgery core hours are 08:00-18:30 Monday to Friday.

08:00-08:30 – Access via the telephone for emergencies only.

08:30-18:30 – Access via the telephone or presenting at the surgery for all services.

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 The Practice is required to provide details of any extended hours provided and details of access to Health care Professionals during this period.

N/A

7. Practice Declaration

The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2011/13.

Signed and submitted to the PCT and published on the Practice website on behalf of the Practice by:

Name: DR I MASON
Designation: PARTNER

Signed: I Mason
Date: 19.3.2013

FOR PCT USE ONLY

Date Report Received by the PCT: _____ Receipt Acknowledged by: _____

Report published and evidenced on Practice website by required deadline: _____