

Patient Participation DES Report

Report by: **30 Kingsway Surgery**

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Step 1: Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a PRG

Do you have an active patient reference group?
Yes
What is the make up of the Practice Population?
2288 Males, 2411 Females, medium morbidity rate & mainly white British.
How did you ask patients to join the patient reference group?
We advertise by poster in the waiting room, on our practice website & reception desk word of mouth. In the past we have done mail shot.
Did you ask for any support to ensure that your group was representative of the practice population? If so how did you do this?
A patient & public voice officer has been out to speak to the practice manager to help us with how to get more patients interested in joining the PRG.
How does the practice gain the views of those patients who expressed an interest in joining?
The surgery has a virtual PRG group as some patients work. We keep in regular contact via email and telephone.

Step 2: Agree areas of priority with the PRG

What are the key priorities for the PRG?
To listen to patients opinions re: the waiting room and to move the practice forward
Any planned practice changes?
Posters in the waiting room to put mobiles on silent and take calls outside and to install speakers into the waiting rooms for patients to have music
What were the themes from complaints?
People talking on mobile phones in the waiting room when patients aren't well and having no low soft background music to ease the patients

Step 3: Collate patient views through the use of survey

When was your survey undertaken?
Throughout July
What survey did you use?
Designed and agreed by PRG
How did you consult with your patients e.g. electronic or hard copies of surveys?
Hard copies
How many patients did you consult? We randomly asked 100 patients who were attending the surgery during the month of July.
How did the questions relate to the priorities of the patients outlined in Step 2?
Patients were asked to complete a small questionnaire
Please attach a copy of your practice survey results

Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services

Did the practice hold a 1 off meeting to discuss the results?
No, the results of the questionnaire was discussed via PRG group email
If so what was the make up on the representatives who attended?
All the PRG representatives had an input of the results of the waiting room questionnaire and the finalised results were put on the practice website
If no explain how you allowed patients to respond to the survey findings?
The results of the questionnaire was discussed via PRG group email

Step 5: Agree action plan with the PRG and seek PRG agreement to implementing changes

Area Identified for Improvement / Change	Lead Responsible for Implementation	Timescales for Implementation	Implementation Completed	If contractual change please discuss with NHS England and note NHS England response
Poster to be put in the waiting room	Practice Manager	1 month		N/A
To install speakers in the waiting room for music	Practice Manager	1 month		N/A

Step 6: Publicise actions taken and subsequent achievement

Please provide link to Practice website so that NHS England can see results, please note NHS Choices does not count as a Practice specific website.

Practices must publish a Local Patient Reference Group Report on their website.

As a minimum this must include:

- a. a description of the profile of the members of the PRG
- b. 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
- c. details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey
- d. the manner in which the contractor sought to obtain the views of its registered patients

- e. details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan
- f. 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
- g. a summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey
- h. details of the action which the contractor,
 - i. and, if relevant, the NHS England, 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 2014, has taken on issues and priorities as set out in the Local Patient Participation Report
- i. the opening hours of the practice premises and the method of obtaining access to services throughout the core hours
- j. 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.