

Patient Participation Directed Service

1. Develop a Patient Reference Group (PRG)

Both Parkway Health Centre and Headley Drive Surgeries were running Patient Participation Groups for several years prior to the imposition of the DES. These were formed by analysis of our demographic data which had been collected at the point of registration and through regular system reminders and periodic information acquisition drives. Armed with this information as a template for the ideal respective levels of representation, we chose to concentrate our efforts on recruitment partly through advertising on the practice notice board but mainly through personal face-to-face requests by GPs and the Practice Manager. In so doing, we were able to create two groups comprising of 8 patients from across both practice sites, 3 female and 2 male. The patients ages range from 40 – 80 yrs old, all are white British and 2 have disabilities. We are actively seeking more patients to join our patient group and would welcome a more ethnically diverse and greater age range representation.

These aimed to meet quarterly but at the very least bi-annually. These were combined last year and assumed the role of the Patient Reference Group.

2. Agree areas of priority with the PRG

At the PPG meeting on February 28th 2013, the group was questioned over what areas they would like the patient survey to focus on. There was a strong emphasis on patient access including the ease of contacting the surgery by phone, monitoring the demand for seeing a GP quickly, waiting times, and also continuity of care. These were felt to be crucial fundamentals.

3. Collate patient views through the use of a survey

The practice utilised a basic nine question survey handed out to patients. This was conducted over the week of 18th February 2013. The sample size was 140.

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

The practice convened a special meeting of the PPG on March 27th 2013 to discuss the findings of the survey. The PPG agreed that no significant changes were mandated by the survey results but wished for the action plan to address the minor concerns raised.

5. Agree action with the PPG and seek PPG agreement to implementing changes

A rough draft of an action plan was formulated, dictating the following:

1) Due to some long waits when the GP is running maybe a catch-up slot in the middle of their surgery would be a good idea – to help when an emergency situation has occurred etc.

2) Opening times are very good with extended hours at both surgeries. Headley Drive Surgery may adjust their times ie: opening on Wednesday afternoons if there is ever an access problem which is very rare.

3) Continuity of care i.e. the same GP being seen. We offer advanced bookings at both sites so patients have a choice of GP if the medical problem is not an emergency and doesn't require a book-on-day appointment.

4) Greater advertising of online bookings is needed along with the minor ailments scheme.