

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, 4 females and 4 males. The patients ages range from 40 – 80yrs old, all are white British, and 2 have disabilities, compared to our 5 members last year. We are actively seeking more patients to join our patient group and would not discriminate against age, ethnicity etc

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 PRG meeting on 12 March 2014 (see Appendix 1a for minutes), the group was questioned over what areas they would like the patient survey to focus on. There was a strong emphasis on repeating the survey done last year so results can be compared. From our perspective, we also felt it was important to cover most other general aspects of practice healthcare where possible, and accordingly devoted questions that addressed overall satisfaction with clinicians, receptionists and the building.

Collate patient views through the use of a survey

The practice utilised a basic ten question survey through Survey Monkey and paper questionnaires. This was conducted over the week of 17 – 24 March 2014 by creating a link on the practice website and also randomly assigning questionnaires to willing patients attending the surgery for appointments throughout the week. The sample size was 50 for each surgery.

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

The practice convened a special meeting of the PRG on 26 March 2014 to discuss the findings of the survey (see Appendix 1b for minutes). The PRG agreed that no significant changes were mandated by the survey results but wished for the action plan to address the minor concerns raised.

4. Agree action with the PRG and seek PRG agreement to implementing changes

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

- 1) Continue to improve in meeting access and offering patients appointments within 48 hours.
- 2) Continue to support staff in customer service training, all staff now undertaking NVQ levels 2.
- 3) Encourage patients to see the same GP for ongoing problems for continuity of care; practice to advertise this in the waiting rooms, practice leaflet and website.

5. Publicise actions taken – and subsequent achievement

The practice will publish its full Local Patient Participation Report summarising its findings and action plan on its website in due course.

Appendix

1a

PRG MINUTES

Held On: 12 March 2014

Present: Practice Staff – Nicola Shergold, Ed Rosen
Patient Reference Group – **JP, PC, DS, DD**

Chaired By & Minutes By: Nicola Shergold

	AGENDA ITEM	DISCUSSION	ACTION
1	Apologies For Absence	SH, RE, SG, KS	
2	Previous meeting's minutes	Nothing of note	
3	Matters arising –		
4	Parkway Tender process	NS explained to the group that the Parkway contract was only for 5 years and is due to expire in Sept this year. This means the contract is necessarily put out to tender, allowing all interested parties to make a bid to run the surgery. The group asked what will happen. NS explained that we were not sure what would happen but that AT Medics had put in for the tender and will find out in September the outcome.	NS to keep patient group informed of all progress.
5	Ed Rosen	Ed is new with AT Medics and has been employed on a part time basis as Director of Patient Experience, Engagement and Community Participation. Ed explained to the group his role and explained what he was looking at doing. He also expressed his wish to develop the group.	NS to update with progress
6	Staff uniform	NS informed the group all staff now have name badges and have new uniforms	These will be worn by all staff from 01/04/2014.
7	Patient survey	The group had a long discussion on what topic they wanted for the survey. It was agreed by all that we would re-run the survey from last year and compare the results.	NS to compile and conduct patient survey as jointly agreed between practice and PRG; to discuss results and formulate action plan at next meeting

Next meeting: 26 March 2012

1b

PRG MINUTES

Held On: 26 March 2014

Present: Practice Staff - Nicola Shergold
Patient Reference Group –**DD, JP, SG, PC, DS**

Chaired By & Minutes By: Nicola Shergold

	AGENDA ITEM	DISCUSSION	ACTION
1	Apologies For Absence	KS, SH, RE	
2	Patient survey	<p>NS discussed the results of the patient survey. There appeared to be no areas of major concern. Phone contact appeared to be slightly easier at PHC though this is perhaps understandable due to a greater concentration of staff. There was however room for improvement in our continuity of care at PHC. We felt this was attributable to 2 of our salaried GPs departing during the year. We now have a female salaried GP and a registrar who will continue permanently with us in August. This should enable much greater continuity of care and commensurate patient satisfaction.</p> <p>PPG and NS agreed an action plan to focus on minor changes:</p> <ol style="list-style-type: none">1) Continue to improve in meeting access and offering patients appointments within 48 hours.2) Continue to support staff in customer service training; all staff are now undertaking NVQ levels 2.3) Encourage patients to see the same GP for ongoing problems for continuity of care; practice to advertise this in the waiting rooms, practice leaflet and website.	NS to formalise changes in Local Patient Participation Report

Next meeting: Wednesday 30th April 2014 @ 5pm