

## Patient Participation Directed Enhanced Service 2011/12 Template

### Practice Details

Practice Name	DR SMITH AND PARTNERS
Practice Code	P92011
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### Component One – Develop a Patient Reference Group

Patient Reference Group profile		
Show how the practice demonstrates that the PRG is representative by providing information on the PRG profile		
Number of Face to Face Members	13	
Number of virtual members	3	
Age & Sex breakdown	Male	Female
Under 16 -		1
17 – 24 -		
25 – 34 -		
35 – 44 -		1
45 – 54 -		4
55 – 64 -		5

65 – 74 -		1
75 – 84 -		1
Over 84 -		
<b>Ethnicity</b>		
White		13
Mixed		
Asian or Asian British		
Black or Black British		
Chinese or other ethnic group		
Other (e.g. no of carers/ no of unemployed/retired etc)		
<b>Differences between the practice population and members of the PRG</b>		
<p>Please describe variations between the practice population and the PRG.</p> <p>The practice has mainly white population.</p>		

If there is a variation what did the practice do to ensure that every effort was made to get a representative number of patients on the group?

Discussion at practice meetings to ask partners if any suggestions who they felt would be interested in joining. Some couple, and some males were mentioned as well as females. The practice manager wrote to these people to ask if anyone was interested. No males responded.

Notices were put in the waiting room asking for anyone who was interested in joining to complete a form with their details.

When the practice was undertaking the patient questionnaires that had been developed by the PPG, members of the PPG were present on some occasions and asked patients if they were interested in joining our PPG.

Notice is also on our electronic Jayex Board inviting patients to join

Information is also on the practice website.

**Component Two – Validate the survey and action plan through the local patient participation report**

**Priorities**

Please describe how the PRG agreed what the priorities were e.g. included in the local practice survey

The PPG developed their own survey and attended some mornings and afternoons to help with handing them out and getting patients to complete.

The practice manager and Dr MacMillan asked the partners what they wished to be included in the questionnaire and passed this on to the group.

The group met and gained ideas and questions to be included from other PPG's. Areas they wished to include covered how patients got to the surgery, were they aware of certain services, and attending other clinics.

They asked the practice if there were any additions to the questions on services provided at the practice, and the practice asked for sexual health and alcohol awareness to be included in the list they had already put together.

Information on opening times, getting through on the telephone, and how they were treated were all questions they wished to have included.

### **Component Three – Collate patient views through the use of a survey**

#### **Patient Survey**

Describe how the questions were drawn up for the survey

The group developed the questions from help from other PPG's. The list was very comprehensive and they did a good job of covering everything they felt was important as a patient.

How was the survey conducted? (e.g. how many surveys were distributed, how were they distributed, how many were completed)

500 were printed

The majority were handed out by the doctors in their consulting rooms, practice staff on reception, and by the PPG group members in the waiting room.

50 were sent out when sending to patients regarding chronic disease appointments.

It was put on the practice website and 3 returned via this method.

A total of 256 were completed.

What were the survey results?

The results were very good and showed a good service being offered.

Some reported that they would like to order prescriptions over the phone, but in view of information governance standards, and time to undertake this, the practice would not be undertaking this. As patients can order their repeats on line and some of the group members were not aware of this, it will be mentioned in the next newsletter. Members of the group also decided that they would hold a training session in the waiting room showing patients how to access the website and order prescriptions and make appointments.

Appointment system figures were good, the partners had recently discussed this at the practice meeting and that one doctor will be undertaking the "urgent list" each morning, so would cut down on waiting times for patients.

Describe any other methods in which the views of registered patients were sought.

Via our website, letters sent to patients due for chronic disease review.

**Component Four - Provide the PRG with an opportunity to discuss the survey findings and reach agreement with the PRG on changes to services**

**Agreed Actions**

How did you provide the PRG with the opportunity to comment and discuss the findings of the local practice survey?

Questionnaire results sent out to the members, and a meeting held on 1<sup>st</sup> February to discuss the findings.

Were there any disagreements?

No disagreements, everyone was in agreement about the action plan.

How were any disagreements resolved?

**Component Five – Agree an action plan with the PRG and seek PRG agreement to implementing changes**

**Action plan**

How did you agree the action plan with the PRG?

Every member was asked on their views on any of the questions and issues they felt they wanted to discuss further. Each member felt that the points made were relevant.

<p>What did you disagree about?          No disagreement but Dr MacMillan outlined the issues regarding repeat prescribing, and this was then agreed as acceptable.</p>
<p>Are there any contractual considerations to the agreed actions?          Not at the moment</p>
<p>Please include a copy of the agreed action plan including a summary of any further action to be taken</p>

**Component Six – Publicise actions taken and subsequent achievements**

<p><b>Local patient participation report</b></p>
<p>Please describe how the report was advertised and circulated</p> <p>The report was sent out to PPG members to agree.</p> <p>The report has been put onto the practice website, and will be added to the next newsletter due in March.</p> <p>Notices will then be placed in the waiting room on the results.</p>
<p>Include a copy of the report</p>
<p>Please provide your website address and a link to where the report is located on the</p>

practice website

[www.sullivanwaysurgery.co.uk](http://www.sullivanwaysurgery.co.uk)

### **Opening Hours**

Confirm opening times of the practice premises and method of obtaining access during core hours. This should include arrangements under extended hours where applicable.

**8.30 a.m. to 6.30 p.m. Monday to Friday, but closed at 1.00 p.m on Wednesdays**

**Extended hours are undertaken on Saturday mornings 9.30 to 12.30**