

THE ROSSINGTON PRACTICE

LOCAL PATIENT PARTICIPATION REPORT 2013-14

INTRODUCTION

The Patient Participation Directed Enhanced Service (England) is effective from April 2011 to March 2013 initially. It consolidates previous Access related targets and the indicators previously incorporated into the Quality and Outcomes Framework (QOF). There is an expectancy that the standards introduced under QOF and under previously associated LES / DES targets relating to access will be maintained even where these are not directly funded, and in particular, the ability to book ahead and the two day GP access targets.

The basis of this DES to encourage patient involvement and decision making within the practice context, using a formal framework and specific milestones.

Key aspects are to form a patient group, canvass patient views via a survey, and to consult with the patient group prior to the publication of the survey results on the practice website.

The PRG will:

- Be representative of the practice population. Key practice demographics which will be considered in the make-up of the patient group will relate (be not be confined) to:
 - Age
 - Ethnicity
 - Gender
 - Occupation (or employment status)
 - Parental status
 - Disabled status
 - Carer status (including patients in care homes / nursing homes, and both cared-for patients and "carer" patients)
 - Personal skills
 - Socio-economic group
 - Long-term medical conditions

- Patients with specific care needs (e.g. drug users, learning disability needs, housebound etc)

Profile of the members:

- Under 25 – None
- 26-49 – None
- 50-64 – 1 Female member
- Over 65 – 1 Male and 2 Female members
- Meet at minimum intervals of 6 monthly
- Be consulted prior to significant events or changes within the practice (significance will be determined by the clinical and non-clinical lead if necessary via liaison with a key PRG representative)

Steps Taken to Ensure PPG Representative:

The practice publicised and promoted the PPG in the following ways:

- Flyer
- Practice Notice Boards
- Practice Website
- Opportunistic invitation during consultations

The PPG is not fully representative and has identified the need to recruit additional members to represent the population of the practice.

The practice will:

- Encourage PRG membership and promote this opportunistically and at new patient registrations
- Consider the representation priorities for the group and promote awareness of this requirement (e.g. ethnic representation etc)
- Promote the group via posters, the website, and with handouts

- Ensure that every group member receives a regular contact (see above interval)
- Agree the initial priorities for the practice with the PRG, and identify these under the following headings
 - Patient priorities and issues
 - Practice priorities and issues
 - Common themes from complaints
 - Practice development plans
 - CQC issues
 - National GP patient Survey results and matters arising

Other issues may include:

- Patient surgery facilities
- Standards of care
- Access
- Reception / administration issues
- Referral to secondary services
- Alternative pathways and treatments

Dates of PPG Meetings:

The PPG has met on the following dates:

31st March 2014 – Presentation of Survey Results

Local Survey and Action Plan:

Minutes of Meeting attached.

Surgery Opening Times:

Monday to Friday 8.00 am – 6.00 pm

Two Wednesdays per month the practice is closed for Dedicated Training Time for both clinicians and non-clinical staff.