

# INFORMATION TEMPLATE

## Local Patient Participation Report

Contents of this template will form the basis of information required for publication on the practice website by 31<sup>st</sup> March 2015. The completed template should be submitted to the CCG to satisfy requirements for annual reporting. If the practice has not completed all steps, it must still report any progress made to quality for payment.

### 1. Validate that the patient group is representative

<b>Practice Population Profile: 9306</b>  Show how the practice demonstrates that the PPG is representative by providing information on the practice profile:  See attached breakdown of Patient List size:-		
<b>Age</b>  (under 65 years - 539) (under 65 years - 672) (over 65 years – 1,506) (over 65 years - 675)	<b>Sex</b>  Male Female  Male Female	<b>Ethnicity</b>  White  White
<b>Other</b>  (under 65 years -2,566) (under 65 years -1,532)  (over 65 years - 899) (over 65 years - 917)	Male Female  Male Female	Asian/Pakistani/Other Asian/ Black British/Turkish/ Chinese/black African/Caribbean/Carer

**PRG profile: 19**

Show how the practice demonstrates that the being is representative by providing information on the PRG profile

Age	Sex	Ethnicity
(under 65 years - 3) (under 65 years - 4)	Female Male	White/Other White/Other
(over 65 years - 1) (over 65 years - 1)	Female Male	White/Other White/Other
Other		
(under 65 years - 1) (over 65 years - 2)	Female Male	Asian/Pakistani/Other Asian/ Black British/Turkish/ Chinese/black
(under 65 years - 3) (under 65 years - 4)	Female Male	African/Caribbean/Carer

Describe variations between the practice profile and the PRG group.

No variations.

The efforts the practice has made to reach any groups not represented.

A Poster was displayed in the waiting rooms of the surgery in December 2014, explaining the benefits and to give patients a choice to become a PRG member within the surgery.

An Application form was given out at Reception to all patients upon visiting the Surgery on appointments or collecting prescriptions.

The Deputy Manager spoke to patients who are carers and to patients who suffer with disabilities on a face to face level, as they visited the surgery. They were offered the Application form and explained how the PRG works, and successfully achieved 2 patients from these criteria that joined the Group.

## **2. Validate the survey and action plan through the local patient participation report**

<b>Survey</b>
<p>Describe how the priorities were set:</p> <p>Generally domains were kept simple and in line with our patient surveys both commissioned by us and part of QOF and also those remotely done by the Department of Health.</p> <p>An email was sent to PRG members asking them for any questions that they would like to see included in the Patient survey, and to point out to the Surgery what questions were more of a priority than others.</p> <p>This encouraged the group to influence the survey and provide the surgery with comments from a patient's point of view.</p> <p>We held a meeting at the Practice with our existing and new PRG members to discuss meeting dates and the top three priority areas.</p>
<p>Describe how the questions were drawn up:</p> <p>We held a meeting at the Practice with our existing and new PRG members to discuss the different options we had to form our questions to be included in the Practice Survey which also included the top three priority questions, and ways forward for these to be implemented into the Practice.</p> <p>We used our Friends and Family Test (FFT) paper and electronic data comments from our patients, we used patient comments from our suggestion box, patient complaints, and also used our PRG member's thoughts and views, and last of all drafted a small letter for our patients opinions.</p> <p>The PRG members requested to suggest areas of Priority and improvement.</p> <p>The surgery also asked patient's face to face on entering the surgery for their suggestions on areas of priority and improvement.</p> <p>We drafted a letter sent emails to patients who gave email addresses, and handed this out to patients on visiting the surgery, asking for their feedback on which questions they would like to see included in the survey and also</p>

within 7 days.

The surgery held a staff meeting and held a discussion using the patient's Feedback, and decided on the questions for the Practice Survey.

How was the survey conducted?

A survey was created in survey monkey by management of the practice, using all the questions based on the patients and PRG member's opinions, views and thoughts.

Emailed this to the PPG and PRG members that issued the surgery with an email address, and paper versions given to patients upon visiting the surgery.

Link to Survey Monkey Survey is below:-

<https://www.surveymonkey.com/r/NGQX7DW>

The survey was also printed on paper form which was given to PPG and PRG members that did not have an email address.

What were the survey results?

279 Responses

Question 4 - 77.5% - Satisfied  
Question 5 - 87.5% - Satisfied  
Question 6 - 85% - Satisfied

Question 7 - 84% - Satisfied  
Question 8 - 47% - Satisfied  
Question 9 - 61% - Satisfied  
Question 10 - 86% - Satisfied

Question 11 - 60% - Satisfied

### **Action plan**

How was the action plan agreed with the PRG?

The action plan was agreed with the PRG members by holding a meeting or by email/telephone if for any reason they could not attend.

<p>A meeting was held with the Deputy Practice Manager and all PRG members.</p> <p>Discussion included the survey results, the action plan all members of the PRG are in agreement with the surgery's areas of priority and improvements.</p>
<p>Any areas of disagreement</p> <p>There were no areas of disagreement, only more questions and views that the PRG members would like to see are addressed in the future.</p> <p>The current implementations to the Practice that were decided upon, some have already been put in place backed with evidence, and others are still under review and will be completed by the end of December 2015.</p>
<p>Are there any contractual considerations to the agreed actions?</p> <p>None</p>
<p>include a copy of the agreed action plan</p> <p><b>(See attached action plan).</b></p> <p><b>Where was the report published?</b></p> <p><a href="http://www.ecclesbourneandrodingvalley.nhs.uk/">http://www.ecclesbourneandrodingvalley.nhs.uk/</a></p>
<p><b>Local patient participation report</b></p>
<p>Describe how the report was advertised and circulated</p> <p>Results of the survey results and the action plan was typed and displayed in the surgery's waiting area and on the entrance door.</p> <p>These were also emailed to the PRG and PPG members that have issued the surgery with email addresses.</p> <p>Staff handed out copies of the survey result (paper form) to all patients visiting the surgery.</p>
<p>Include a copy of the report</p>
<p><b>Opening times:</b></p>

Monday	8.30 - 1.00	2.00 - 6.30
Tuesday	8.30 - 1.00	2.00 - 6.30
Wednesday	8.30 - 1.00	Closed
Thursday	8.30 - 1.00	2.00 - 6.30
Friday	8.30 - 1.00	2.00 - 6.30

Monday – Friday 18 appointments offered at various days and times across both sites

Confirm opening times and out of hours arrangements included within the report

**Out of hours:**

Surgery Mobile:- 07776 119178 between 8.00-8.30am 1.00-2.00pm

**6.30pm-8am during weekdays and all weekends and Bank holidays.**

Out of Hours: PELC via 111

Name of Practice: ECCLESBOURNE MEDICAL CENTRE

F: Code F86018

Lead GP DR F ORAELOSI

Signature: ABI TURNER (DEPUTY PRACTICE MANAGER)

Date: 31<sup>st</sup> MARCH 2015