

High Street Medical Practice – Patient Participation DES 2013 to 2014

| <u>Des Component</u> | <u>Actions</u> | <u>Outcome</u> |
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| 1. Establish a PRG comprising only of registered patients and use best endeavours to ensure PRG is representative. | The practice advertised for patients to volunteer to join PRG. Patients were advised to ask for a “Patient information pack” for more information and an application form. Geoff Wood and Laura Jones also spent a morning in reception to advertise on our behalf. | So far we have FIVE patients on the PRG. The patient’s are male and female and age range is from 32 years of age to 72 years of age. |
| 2. Agree with the PRG which issues are a priority and include these in a local practice survey. | Meeting held on 3 rd June 2013 with all members of the PRG. | The PRG expressed very strong views that patients were not aware of the practice website and that they can book appointments on the website. Therefore after some discussions, we decided to focus on patient awareness on “getting an appointment” by using the website. |
| 3. Collate patient views through local practice survey and inform PCG of the findings. | The PRG came into the practice during the flu season to help out. At this time they handed out surveys to patients consisting of 4 questions. | Surveys completed by patients and a meeting has been arranged to discuss the findings with the PRG Group for Wednesday 20 th November at 5pm. |
| 4. Provide PRG with opportunity to comment and discuss findings of local practice survey. Reach agreement with PRG of changes in provision and manner of delivery of services. Where relevant, notify NHS England of the agreed changes. | <u>To be discussed at Meeting to be held on Wednesday 20th November – ideas required from PRG on how we can encourage patients to use the online services for booking appointments</u> | Meeting held and ideas were: <ol style="list-style-type: none"> 1. Put a sign on the prescription box about how to register for on-line services. 2. Ensure patients are aware that the site is totally secure. 3. Create a message on the repeat side of the prescription on how to register for on-line services. 4. Advertise on the Envisage screen in the waiting room. |

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| <p>5. Agree with PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the PCT.</p> | <p>Discuss results of local survey with PRG and seek agreement to implement changes.</p> | <p>See action points above – P.M to manage.</p> |
| <p>6. Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement.</p> | <p>Publicise on Website/Envisage Screen/Newsletter</p> | <p>Survey publicised on practice website from 5th December 2013.</p> |