

High Street Medical Practice – Patient Participation DES 2011 to 2013
Year Two Survey 2012

<u>Des Component</u>	<u>Actions</u>	<u>Outcome</u>
<p>1. Establish a PRG comprising only of registered patients and use best endeavours to ensure PRG is representative.</p>	<p>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.</p>	<p>So far we have FIVE patients on the PRG.</p> <p>The patient’s are male and female and age range is from 32 years of age to 72 years of age.</p> <p>Following this years survey we have had a further two patients who have asked for an application form!</p>
<p>2. Agree with the PRG which issues are a priority and include these in a local practice survey.</p>	<p>Laura Jones advised we can use the results of PE7 & PE8 to feedback to patients. The practice will look at the lowest scoring areas on this survey and include this in a local survey.</p>	<p>The Patient Panel helped with the survey in 2011, and we looked at the lowest scoring area from the national survey and produced a local survey to address any issues. The survey was based on “Telephone Consultations with the Practice Nurse” as patients indicated in the National Survey that they were not aware they could request a telephone consultation. We therefore based our Year One Survey on this.</p>
<p>3. Collate patient views through local practice survey and inform PCG of the findings.</p>	<p>The Practice will re-run the initial survey which was carried out in 2011 and analyse the results, with the hope that more patients are now aware that they can request a Telephone Consultations with the Nurse due to the practice having advertised this to patients through the Practice Leaflet etc, message on Jayex Board, Word of Mouth.</p>	<p>The practice has re-run the survey with the help of the Patient Panel once again! The results have been collated and the Practice Manager is to discuss the local survey with the Patient Panel members and get any feedback.</p> <p>Discussed at Patient Panel meeting on 30th August 2012.</p>

<p>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 the PRG does not agree significant changes, agree these with the PCT.</p>	<p>To be reviewed when local survey has been done and results available.</p>	<p>Need to set up further meeting with PRG for survey to be fed back to members, and make any changes where necessary.</p> <p>Meeting was held on 30th August 2012. All panel members were present and no changes were necessary other than more awareness.</p>
<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>Make any changes where necessary.</p> <ul style="list-style-type: none"> ➤ Increase awareness ➤ Advertise ➤ Staff Training
<p>6. Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement.</p>	<p>Publicise on Website/Jayex Board/Newsletter</p>	<p>Patients informed and all DES criteria met.</p>