

Patient Participation DES Report

Report by: **MOORE STREET SURGERY**

Date Report Produced: **27/3/2014**

Step 1: Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a PRG

Do you have an active patient reference group?
Yes
What is the make up of the Practice Population?
7273 3569 (M) and 3704 (F)
How did you ask patients to join the patient reference group?
Posters, Website, Word of mouth.
Did you ask for any support to ensure that your group was representative of the practice population? If so how did you do this?
N/A.
How does the practice gain the views of those patients who expressed an interest in joining?
Patients attend meetings and some we communicate via email.

Step 2: Agree areas of priority with the PRG

What are the key priorities for the PRG?
Communication. Getting Feedback from patients. Patient involvement.
Any planned practice changes?
Improve patient interest / involvement in PRG.
What were the themes from complaints?
Patient access.

Step 3: Collate patient views through the use of survey

When was your survey undertaken?
January to March 2014
What survey did you use?
Our own
How did you consult with your patients e.g. electronic or hard copies of surveys?
AT MEETING GIVEN HARD COPY ALSO AVAILABLE ON WEBSITE.
How many patients did you consult?
6 patients came to the meeting.

How did the questions relate to the priorities of the patients outlined in Step 2?
 PATIENTS ASKED FOR SURVEY ON PATIENT ACCESS, APPOINTMENTS.

Please attach a copy of your practice survey results
 ATTACHED

Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services

Did the practice hold a 1 off meeting to discuss the results?
YES 27.3.2014
If so what was the make up on the representatives who attended?
MIXED GENDER / AGED GROUP
If no explain how you allowed patients to respond to the survey findings?

Step 5: Agree action plan with the PRG and seek PRG agreement to implementing changes

Area Identified for Improvement / Change	Lead Responsible for Implementation	Timescales for Implementation	Implementation Completed	If contractual change please discuss with NHS England and note NHS England response
Target DNAs	Practice manager	1 month	March 2014	
Open access	Practice manager	1 month	On going	
Booking appointments	Practice manager	1 month	On going	

Step 6: Publicise actions taken and subsequent achievement

Please provide link to Practice website so that NHS England can see results, please note NHS Choices does not count as a Practice specific website.

Practices must publish a Local Patient Reference Group Report on their website.

As a minimum this must include:

- a. a description of the profile of the members of the PRG
- b. the steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category
- c. details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey
- d. the manner in which the contractor sought to obtain the views of its registered patients
- e. details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan
- f. details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such findings or proposals should not be implemented
- g. a summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey
- h. details of the action which the contractor,
 - i. and, if relevant, the NHS England, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey
 - ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2014, has taken on issues and priorities as set out in the Local Patient Participation Report
- i. the opening hours of the practice premises and the method of obtaining access to services throughout the core hours
- j. Where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.