

Patient Participation Directed Enhanced Service

Local Patient Participation Report

Practice Guidance

As part of the Patient Participation DES, Practices must publish a Local Patient Participation Report on their website.

There are certain things this must include and the template below may help you to structure your report and ensure you include the necessary information. For more information regarding the content of the report please read the PP DES guidance produced by the DH and available on NHS Coventry website.

Report Template

<p>Practice Name: The Meridian Practice</p> <p>Local Patient Participation Report 2014/15</p>
<p>Introduction</p> <p>The Meridian Practice is located on Stoney Stanton Road Coventry. Our registered list size currently Stands at approximately 1920. Our commitment to patient input is one of our main focuses.</p> <p>Our patient panel group has been in existence since 2012 and the values and suggestions of the group have helped to shape the services we offer to our registered Patients.</p> <p>We value patient comments greatly and welcome all suggestions to improve the service via our comment box located in reception attached to the patient satisfaction forms and FFT.</p>
<p>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 Patient Reference Group (PRG)</p> <p>Our patient panel group is mainly made up of young patients who have shown care and interest in the service provided by the Surgery. Our panel members have also included patients that work / Study, although the surgery understands that some panel members are not able to attend all meetings due to home, study or work commitments. We accept that our patient panel group is not representative of all patient demographics and have tried to change this. We remain interested in attracting new panel members at all times. In the last year we have welcomed a new member to the panel team. Notices are put in the waiting area for the forthcoming practice patient group meetings and any patient who is interested is welcome.</p> <p>All patient feedback has been vital. The surgery understands that a patient panel group that</p>

represents all our patient demographics would be ideal, and we try to encourage patients to attend the meetings. For example, we pay bus fare (day savers) to patients who attend the patient panel group meeting.

Step 2: Agree areas of priority with the PRG

The priorities of our patient representative group have changed during the 3 years of its existence. Areas of focus have previously included understanding patient demographics including age groups of registered patients. Focus this year has included prioritising health checks for 40-74 year old patients, child immunisation, cervical smear, improving DNA rate, availability of emergency on the day bookable appointment, access to more nurse appointments and ensuring the surgery continues to provide a wide range of services.

A central area of focus has been patient feedback as panel members were keen to provide a forum whereby all patients could easily rate the service they were being given. Previously the service used a token system where the service user would score ranges from 1- 5 now a new system has been introduced which is called "Friends and Family Test" (FFT) all service users are requested to complete a questionnaire which gives us feedback how the service users rates the service and suggestions.

Step 3: Collate patient views through the use of survey

PPG developed a patient survey questionnaire and after agreeing to the format and to best obtain the views of our registered patients. FFT feedback and survey questionnaires were run in conjunction and both were available at the reception.

The questions generated were to ensure that all aspects of the service we provide were covered. Questions included doctor and nurse consultations, how helpful the receptionists were as well as operational issues such as how easy is it to book an appointment.

Patients were sporadically asked to complete the survey whilst attending in cases where patients first language was not English interpreters were provided to them. The questionnaire ran for 2 weeks in Feb-March-15 and we had approximately 89 responses. Our results were mainly positive, with all patients agreeing that the Doctors and nurses listened to what they had to say and also that they were treated with respect and dignity during consultations. The results also demonstrated that patients found the reception staff very helpful and were generally very likely to recommend the service to a friend.

Areas identified as targets for improvement included the ability to get through on the telephone, same day appointments.

Surveys were filled out by patients attending the urgent drop-in surgeries as well as pre-booked appointments meaning patients were using different parts of our service when asked for their opinions.

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

The results were shared at the PPG meeting and the action plan discussed and agreed by the panel. A copy of survey findings is put on the notice board and practice web site.

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

Record details of the action plan - setting out how the findings 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. Include who is responsible for the action and when the action will be completed.

Patient Participation Action Plan

Survey Finding	Agreed Action	Action by who	Action by when	Date completed
1. Access to more nurse appointment	Recruit nurse to increase access to current nurse appointments.	Practice Manager	May-15	
2. Improve telephone access	IT will look at option of having a telephone queuing system. This will update callers of the call status.	Practice Manager	June-15	

Opening Hours

The Meridian Practice is open from 08:00-6:30pm (Monday- Friday). Patients can book appointments with GP/ Nurses by attending or phoning on 02476961594. We are currently accepting new registrations.

Step 6: Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement.

This report will be available on our practice website and also from the surgery directly. We are also planning a patient panel group notice board in reception over the next month which will include our last panel agendas and minutes including the dates of the next meetings and any current topics that patients can comment on.