



NHS Cambridgeshire and NHS Peterborough
working in partnership

Cherry Hinton & Brookfields Medical Centre

Patient Participation Report 2012/13

Produced for the Patient Participation DES 2011/2013

This report must be published on the Practice website and a copy submitted to enhancedservices@cambridgeshire.nhs.uk by no later than 31st March 2013

Introduction

The purpose of the Patient Participation Directed Enhanced Service (DES) commissioned by NHS Cambridgeshire is to ensure that patients are involved in decisions about the range and quality of services provided and, over time commissioned by their Practice.

It aims to encourage and reward Practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as a gatekeeper to other services.

The DES aims to promote the pro-active engagement of patients through the use of effective Patient Reference Groups (commonly referred to as PRGs) to seek the views from Practice patients through the use of a local practice survey.

The outcomes of the engagement and the views of patients are then required to be published as a Report on the Practice website.

This report summarises development and outcomes of *Cherry Hinton & Brookfields Medical Centre* Patient Reference Group (PRG) in 2012/13.

It contains :

1. Maintaining the Patient Reference Group (PRG)

A summary of the continuing recruitment process used to ensure that the PRG is of sufficient size and is as representative as possible of the Practice population.

2. Method and Process for Agreeing Priorities for a Local Practice Survey

The method the Practice adopted to seek the views of the PRG in determining the priority areas for the Practice to look at to include in a local practice survey.

3. Details and Results of the Local Practice Survey

A description of the local practice survey and how it was carried out, as well as details of the survey Results.

4. Discussing Survey Results with the Patient Reference Group (PRG)

Details of how the Practice consulted with the Patient Reference Group (PRG)

5. Agreeing an Action Plan with the Patient Reference Group (PRG)

Details of the agreed action plan setting out the proposals arising out of the local practice survey results and how they can be implemented. Details of any issues that arose in the survey that cannot be addressed in the action plan and the reasons why.

6. Publishing the Local Patient Participation Report

Details of where this Report has been published and also details of the Practices opening hours and how patients can access services

7. Practice Declaration

Confirmation that the Local Patient Participation Report is a true and accurate representation of the Work undertaken to fulfil the requirements of the Patient Participation DES 2012/13

1. Maintaining the Patient Participation Group

Maintain the structure that gains the views of patients and enables the Practice to obtain feedback from the Practice population via the Patient Reference Group (PRG)

DES Component 1

As part of component 1 of the DES Practices are required to establish a Patient Reference Group comprising only of Registered Patients and use best endeavours to ensure their PRG is representative.

Recruiting to the Patient Reference Group (PRG)

1.1 The Practice is required to confirm the on going process used in order to continue to recruit to their PRG (tick all applicable and provide samples if appropriate)

- | | |
|---|---|
| <input type="checkbox"/> Wrote to patients (attach letter) | <input checked="" type="checkbox"/> Put up Posters in Practice |
| <input type="checkbox"/> Offered leaflets to all patients attending practice (attach leaflet) | <input type="checkbox"/> Emailed patients |
| <input checked="" type="checkbox"/> Put information on the practice website; see below for link | <input checked="" type="checkbox"/> Other
<i>(please provide details in point 1.2 below)</i> |

www.cherryhintonmedical.co.uk , select Patient Participation Group from the left hand side of the homepage.

1.2 The Practice is required to provide details of all other methods of engaging patients and how they are ensuring continued engagement with the PRG established in 2011-12.

Along with posters in each of the practice premises a dedicated notice board has been provided and content is managed by the PPG.

Practices must strive to engage and encourage feedback from patients that extend beyond a mix of just age/sex and ethnic origin. These could include patients from marginalised or vulnerable groups such as elderly patients, patients with a learning disability or other disability and those with various social factors such as working patterns, employment status and carers etc.

1.3 The Practice is required to provide a brief summary of the patient groups represented in the Practices PRG and describe what steps they have taken to understand any changes to their own demographics in order to ensure the PRG is a representative sample of the population.

The practice clinical system allows us to look at the overall number of patients registered broken down by gender and age bands. This data shows the gender split between males and females and the numbers of patients in each age category remains largely unchanged from year to year. Therefore we can infer our practice population is fairly stable and the current age range of those patients on the PPG roll-call is representative. In addition to this the practice gains insight of the demographic of our patients via the patient survey, for example employment/education status and ethnicity. However, due to low attendance at the PPG meetings we continue to strive to engage more patients to join to ensure we are as representative as possible. This is picked up later in this report.

The PPG meetings are held in the evening to allow those working or with children (hopefully) to attend and there is also an online group for those who are unable to physically get to the surgery.

Step 2. Method and Process for Agreeing Priorities for the Local Practice Survey

Agree areas of priority with the Patient Reference Group (PRG)

Component 2

As part of component 2 of the DES Practices are required to agree which issues are a priority and include these in a local Practice Survey.

The PRG and the Practice will shape the areas covered by the local practice survey. The areas covered in the local practice survey will, therefore, need to be agreed jointly based on key inputs and **building on the 2011-12 survey and results**, including the identification of:

- Patients priorities and issues
- Practice priorities and issues including themes from complaints
- Planned Practice changes
- National GP and/or Local Patient Survey issues

2.1 The Practice is required to describe the process it used to seek the views of the Patient Reference Group in identifying the priority areas for the survey questions i.e via email, website etc.

The practice used a physical PPG meeting to discuss the annual survey. This meeting was advertised on both sites via posters, email invites were sent to the group and the meeting was advertised on the practice website.

2.2 The Practice is required to list the priority areas and confirm how these match those set out by the PRG

The PPG agreed in the preparation meeting that the priority areas should be access to the surgery and patient consultation experience and this would allow measurement of previous actions linked to these areas.

Step 3. Details and Results of the Local Practice Survey

Collate patient views through the use of a survey

Component 3

As part of component 3 of the DES Practices are required to collate patients views through a local practice survey and inform the Patient Reference Group (PRG) of the findings.

The Practice must undertake a local Practice survey at least once per year. The number of questions asked in the local practice survey will be a matter for the Practice and the PRG to agree. Questions should be based on the priorities identified by the PRG and the Practice.

3.1 The Practice is required to confirm how it determined the questions to be used in the survey?

The PPG discussed the survey and its contents and agreed that the survey should go ahead, and that it would be sensible to use the same format as before to give data comparable to the data built up from the previous few years. It was agreed that the additional questions the PPG included in the survey last time - on the ease of registering with and using the online prescriptions and booking service - should be kept in future surveys. The other additional questions (numbered 24a and 30a) had not elicited particularly useful data and so it was agreed that these should be removed. It was also agreed that it would be valuable to include one or two new questions to assess patients' awareness of the PPG and possibly their interest in joining.

3.2 The Practice is required to confirm what method(s) it used to enable patients to take part in the survey? i.e survey monkey, Paper survey, email, website link.

The survey was predominately issues via hard copy and was given out to patients' attending either site. The survey was also emailed to the PPG roll-call.

3.3 The Practice is required to confirm how it collated the results

An administrative member of staff not directly involved in handing questionnaires to patients gathered up the completed forms and keyed the details into a spread sheet supplied by an external supplier selected by the practice to analyse the results.

3.4 The Practice is required to confirm the dates of when the survey was carried out and provide a copy of the survey to demonstrate how the Practice has reflected the priority areas in the questions used.

The survey was administered during the period 10th – 28th December 2012. A small number of surveys were completed electronically having been emailed to the PPG (physical and online groups).

Step 4. Discussing Survey Results with the Patient Reference Group (PRG)

Provide the Patient Reference Group (PRG) with the opportunity to discuss survey findings and reach agreement with the PRG of changes to services.

Component 4

As part of component 4 of the DES Practices are required to provide the Patient Reference Group (PRG) with the opportunity to comment and discuss findings of the local practice survey and reach agreement with the PRG of changes in provision and manner of delivery of services. Where the PRG does not agree significant changes, agree these with the PRG.

4.1 The Practice is required to describe how it sought the views of the PRG on the findings of the survey and any proposed changes highlighted from it.

The findings were presented via a physical meeting to the PPG on 22nd January 2013. The presentation to the group consisted of the summary report for the whole survey as well as graphical presentation comparing the data relating to the actions that came out of the previous survey to measure any change. A final graph was included to report on the questions the PPG requested were added into the survey. A discussion was had around the results and the group focused on the actions elicited from the last survey.

This presentation was also emailed to the PPG roll-call to allow those who were unable to attend the physical meeting to view the results and email their comments.

Step 5. Agreeing an Action Plan with the Patient Reference Group (PRG)

Agree and Action Plan with the Patient Reference Group (PRG) and seek PRG/PCT agreement to implementing changes.

Component 5

As part of component 5 of the DES the practice is required to agree with the PRG an Action Plan setting out the priorities and proposals arising out of the local patient survey. They are also required to seek agreement from the PRG to implement any changes and where necessary inform the PCT.

5.1 The Practice is required to produce a clear Action Plan that relates to the survey results and attach a copy of the agreed Action Plan for 2012/13.

Attached

5.2 The Practice is required to confirm how it consulted with the PRG to agree the Action Plan and how it sought agreement from the PRG to implement any changes.

The PPG agreed the action plan at a physical meeting and it was also emailed to the PPG roll-call for comment.

5.3 The Practice is required to advise whether there are any elements that were raised through the Survey that have not been agreed as part of the Action Plan and if so should outline the reasons why.

There were no elements raised through the survey which are not covered via the action plan.

5.4 The Practice is required to confirm whether there are any contractual changes being considered if so please give details, as these will need to be agreed by the PCT.

There are no contractual changes being considered.

Step 6. Publishing the Local Patient Participation Report

Publicise actions taken and subsequent achievement

Component 6

As part of component 6 of the DES the practices is required to publicise the Local Patient Participation Report on the Practice website and update the report on subsequent achievement.

The Practice should publicise the report as extensively as possible and ensure it appears on the Practice website **by no later 31/03/2013**.

6.1 The Practice is required to provide details of where the Local Participation Report has been published (include the link to the Practice website)

The report has been published on the practice website and can be accessed via the link on the home page called "Patient Participation Group" www.cherryhintonmedical.co.uk
The availability of this report has also been published at both sites as well as a hard copies being produced for the waiting room for patients to read.

6.2 The Practice is required to provide any updates on progress against:

2011/12 Action Plan

All actions from the 2011-12 survey have been completed. See the comparison report on the website for full details.

2012/13 Action Plan

See the attached plan.

In addition the Practice required to provide details of Practice opening hours and how Patients can access services through core hours

6.3 The Practice is required to confirm Practice opening hours and give details on how Patients can access services during core hours (8am-6.30pm)

The practice is open between 08.00 am and 6.00 pm, Monday to Friday. It closes for lunch between 12.30 and 1.30 pm but it continues to provide emergency phone cover during these times. After 6.00 pm cover is provided by UCC.

Where a Practice is commissioned to provide Extended Hours the Practice is required to confirm the times at which patients can see individual health care professionals

6.4 The Practice is required to provide details of any extended hours provided and details of access to Health care Professionals during this period.

The practice offers extended access to GPs on Monday evenings; appointments are available between 6.30 pm and 8.30 pm. We also offer extended access to GPs on Tuesday mornings between 7.00 am and 8.00 am. The sessions alternate each week between the two surgery sites.

7. Practice Declaration

The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2011/13 .

Signed and submitted to the PCT and published on the Practice website on behalf of the Practice by:

Name: Emma Britton
Designation Practice Manager

Signed:
Date: 22nd March 2013

FOR PCT USE ONLY

Date Report Received by the PCT: _____ Receipt Acknowledged by: _____

Report published and evidenced on Practice website by required deadline: _____