



NHS Cambridgeshire and NHS Peterborough
working in partnership

Over Surgery

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 PRGs¹) 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 [Over Surgery](#) 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 Known at Over Surgery as the Patient Participation Group (PPG)

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)

- | | |
|--|--|
| Wrote to patients (attach letter) | Put up Posters in Practice |
| Offered leaflets to all patients attending practice (attach leaflet) | Emailed patients |
| ✓ Put information on the practice website (attach web link) | ✓ Other
(please provide details in point 1.2 below) |

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.

We have continued to hold regular meetings with the PRG first established in 11-12. This included a review of the membership of the group to assess how well it represents the patient population, and the concern was that it has no representation from younger (less than 30 years old) patients.

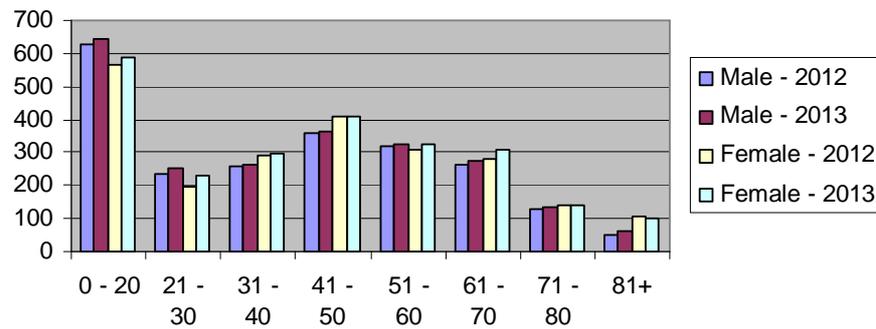
This is being addressed by attempting to recruit a younger patient to the group – the local village newsletters have carried a piece on the PRG and our wish to add to it, and the website also has a section on the PRG which includes this recruitment requirement.

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.

See charts below. Overall while the total number of patients registered here has grown slightly there has been very little change in the distribution over age and sex.

**Over Surgery Patient Distribution by Age and Sex
1 Jan 2012 v 1 Jan 2013**



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 views of the group were canvassed during a regular PRG meeting.

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

The PRG decided to that this year's survey should focus on those areas where we had not scored so well in the previous year, and also to explore some new areas including the role of the PRG itself and a new GP Telephone Triage system which we are considering implementing.

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?

Based on the guidance above, a new survey was drafted and issued to the PRG and GP Partners for approval.

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 made available via the website and on paper in the surgery waiting room.

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

The results were collated using an adapted version of the GPAQ spreadsheet.

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 carried out between 1st March 2013 and 15th March 2013. A copy of the survey is shown in Annex 1

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 PRG was contacted by email with a summary of the results of the survey and a request was made for feedback.

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.

See attached.



Patient Participation
Action Plan 2012.doc

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 PRG was contacted by email with a summary of the results of the survey and a request was made for feedback.

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.

No.

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.

Nothing decided definitively yet, see Action Plan.

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)

<http://www.oversurgery.nhs.uk/userfiles/docs/PP%20DES%20Annual%20Report%202012-13.pdf>

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

2011/12 Action Plan

The surgery has introduced a new telephone system which has improved service for patients particularly if having to wait on hold for reception to answer their call.

SMS text communications were used in the last flu season to encourage clinical risk and other patients entitled to flu vaccination to attend the surgery

2012/13 Action Plan

The PRG and Surgery have publicised new arrangements for allowing registered patients to communicate directly with the PRG about any relevant matters. These communications can be made by email to overppg@gmail.com or via a locked Comments Box in the Surgery waiting room.

12/13 Action Plan attached above is up to date.

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)

This information is publicly available on the Practice Website (www.oversurgery.nhs.uk) & in the Practice Leaflet.

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.

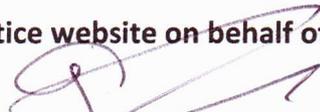
No extended hours have been provided in 2012/13

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: ANDREW KEENE
Designation: PRACTICE MANAGER

Signed: 
Date: 22/3/13

FOR PCT USE ONLY

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

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

Annex 1 Survey Form

We would be grateful if you would complete this survey about your general practice. Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you by putting an X in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will NOT be able to identify you unless you would like to provide your name for follow-up purposes. Thank you!

About the Surgery

Q1 If you need to see a GP urgently, can you normally get seen on the same day?

- ¹ Yes
² No
³ Don't know / never needed to
Any other comments?

Q2 How do you normally book your appointments at your practice?
(please X all boxes that apply)

- ¹ In person
² By phone
³ Doesn't apply
Any other comments?

Q3 Which of the following methods would you prefer to use to book appointments at your practice?
(please X all boxes that apply)

- ¹ In person
² By phone
³ Online
⁴ Doesn't apply
Any other comments?

Q4 Thinking of your most recent consultation with a doctor or nurse
How long did you wait for your consultation to start?

- ¹ Less than 5 minutes
² 5 – 10 minutes
³ 11 – 20 minutes
⁴ 21 – 30 minutes
⁵ More than 30 minutes
⁶ There was no set time for my consultation

If you were waiting a long time, do you know why? Please provide details:

Q5 Regarding Q4, how do you rate this waiting time?

- ¹ Excellent
² Very good
³ Good
⁴ Fair
⁵ Poor
⁶ Very poor
⁷ Does not apply

Q6 Is your GP Practice currently open at times that are convenient to you?

- ¹ YesGo to Q8
² No
³ Don't know



Q7 Which of the following additional opening hours would make it easier for you to see or speak to someone?

(Please X all boxes that apply)

- ¹ Before 8am
- ² At lunchtime
- ³ After 6.30pm
- ⁴ None of these

Q8 If you need to see a nurse, including for a blood test, how easy is it to make an appointment within a reasonable time?

- ¹ Very easy
- ² Fairly easy
- ³ Not very easy
- ⁴ Not at all easy
- ⁵ Don't know
- ⁶ Haven't tried

Any other comments?

Q9 What do you think about our proposed telephone triage service? This is where a doctor telephones you to discuss your problem before an appointment to see the doctor is made. Because a significant proportion of problems can be resolved over the phone, this reduces the number of occasions when you need to visit the surgery, and frees up doctor appointments for patients who need them.

- ¹ Sounds useful
- ² Not sure
- ³ I have concerns (please provide details below)

Q10 We have recently started a Patient Participation Group (PPG) which is made up of 4 patients who are registered at the surgery.

We meet regularly to discuss concerns about the Surgery or the local NHS generally.

Which of these roles for the PPG would you personally think would be useful (tick all that apply)?

- ¹ Giving the surgery's patients a voice
- ² Finding ways that patients can take more responsibility for their health
- ³ Providing practical support for the surgery
- ⁴ Helping organise patient education sessions
- ⁵ Any other ideas (please comment below)

Q11 Are there services which are currently unavailable at the surgery and which you would us to provide? Please list:

It will help us to understand your answers if you could tell us a little about yourself

Q12 Are you

- ¹ Male
- ² Female

Q13 How old are you?

- ¹ Under 16
- ² 16 to 44
- ³ 45 to 64
- ⁴ 65 to 74
- ⁵ 75 or over

Q14 Do you have a long-standing health condition?

- ¹ Yes
- ² No
- ³ Don't know / can't say

Q15 What is your ethnic group?

- ¹ White
- ² Black or Black British
- ³ Asian or Asian British
- ⁴ Mixed
- ⁵ Chinese
- ⁶ Other ethnic group

Q16 Which of the following best describes you?

- ¹ Employed (full or part time, including self-employed)
- ² Unemployed / looking for work
- ³ At school or in full time education
- ⁴ Unable to work due to long term sickness
- ⁵ Looking after your home/family
- ⁶ Retired from paid work
- ⁷ Other

Q17 How many times have you used the surgery in the last year?

- ¹ Less than 5
- ² 5 to 10
- ³ More than 10

Finally, please add any other comments you would like to make about your GP practice:

If you provide your name and date of birth, we can contact you to follow up your comments if appropriate – but please note that this is entirely optional:

Name:

Date of Birth: / /