

Patient Participation Report

Stage One						
1						
Practice Population:		4105				
		Sex:		Male	2032	Female 2077
Age:	Under 16's	755				
	17 - 25	723	36 - 45	426	56 - 65	446
	26 - 35	480	46 - 55	551	66 +	724
Ethnicity:		Caribbean	other:			
British, Mixed British	4000	African	other:			
English		Mixed Black	3	other:		
Scottish	6	Chinese	9	other:		
Welsh	5	Japanese	0	other:		
Indian, British Indian	8	Polish	20	other:		
Are there any specific Minority Groups within the Practice Population?						
None						

Validating that the patient group is representative of the practices population base. **Payment Component 1**

2						
Patient Representative Group Profile (PRG):						
		Sex:		Male	50%	Female 50%
Age:	Under 16's					
	17 - 25		36 - 45		56 - 65	2
	26 - 35		46 - 55	1	66 +	9
Ethnicity:		Caribbean	other:			

British, Mixed British	All	African		other:	
English		Mixed Black		other:	
Scottish		Chinese		other:	
Welsh		Japanese		other:	
Indian, British Indian		other:		other:	

What steps has the practice taken to recruit patients and to sure it is representative of the practice profile?

The Riverbank PPG has been formed for the last 6 yrs and is well established

The PRG publishes a quarterly newsletter which always has a section on how the group looks to recruit new members and a contact number and e mail address is published to facilitate this. Posters are also put up on the surgery notice board

The most successful way of recruiting we have found is at the coffee mornings that the group do during the flu campaign

It is felt that the camaraderie surrounding these events makes people more likely to enquire about joining.

The group also run a Christmas raffle which is very popular and they try to recruit during these events.

[2012/13 Update. As in previous years.](#)

Validating that the patient group is representative of the practices population base. Payment Component 1

3

Compare the PRG with your practice profile and describe the differences between the practice population and membership of the PRG?

The practice does have a quite high proportion of older patients and this is reflected in the make up of the group. We have previously had younger members come and join but find they have left because of work or family commitments.

We have only a small population of ethnic minority patients currently and none on the PRG.

[2012/13 update](#)

[There has been no change in the current status of the PPG](#)

Validating that the patient group is representative of the practices population base. Payment Component 1

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Please explain any differences in section 3 above and the efforts of the practice to communicate with groups not represented? (this is required even **if** the practice has chosen to use a pre-existing PRG)

Posters in waiting room.

It has been suggested by a group member that we try and recruit some of the older pupils from the local secondary school or at least invite them to come along for a meeting to gauge their view on these the usefulness of such groups and ask for feedback.

The views of the young are very important in shaping the future of our group.

The young are often shy of joining so more effort needs to be made to include them perhaps by asking for their assistance with some of the events we organise. This in turn may encourage the parents to come along.

2012/13

Despite concerted effort by the practice no new members were recruited in last 1 year

Validating that the patient group is representative of the practices population base. **Payment Component 1**

Patient Participation Report

Stage Two

Agreeing Priorities

5

How has the practice sought the PRGs views of priority areas?

The PRG holds regular meetings and the practice manager always attends and the partners occasionally. We have an excellent relationship with the members and they are confident that their views matter and will express those views candidly. As we are a small community and the majority of the group are born locally they have a very good idea of the issues that are important to our practice population. One member is a local councillor and he holds regular surgeries in the locality

His feedback from this reflects what the population are asking of the services we provide and how they feel we can improve

2012/13 Update. The practice continues to seek views by the same approach as in previous years, holding regular meetings .

Validate through the local patient participation report. **Payment Component 2**

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Please describe how the priorities for the survey were selected - do these reflect those set out by the PRG?

The patient group selected what they did based on feedback to them during the various sessions they held in the practice.

They felt that there was a general feeling of satisfaction with the services we provide, the opening hours and the access to GP's and remarks were made that there was not a lot to be done to improve them.

The overall grumbles were about the building which was surprising because it has only recently been built which are not addressed in the CFEP survey.

The CFEP survey , which is run annually by the practice is a preset questionnaire which is paid for by the practice. This is a patient survey which asks the patients a range of questions from GP and staff attitudes to the service provided by all members of the practice through to quality of clinical care to dignity and privacy and ability to express views.

2012/13 Update. The priority for this was selected by the PPG at the meetings

Validate through the local patient participation report. Payment Component 2

Stage Three

Survey

7

How has the practice determined the questions used in the survey?

2011/12 A meeting was held regarding a patient survey and the concerns of the patients were aired at this meeting. It was agreed that the majority of the concerns were not of a clinical nature nor reflected on running of the services .

The group know that the practice run their cfep survey but that it was equally important to address the other issues raised.

The questions in the cfep surveys which most practices run are preset and there is no local control over this and the group recognised that their should be an opportunity to address other issues as well. The cfep survey results are of course always fed back to the group and areas for improvement discussed.

20012/13 . This years survey was determined by the fact that we had no new recruits to our patient group. The PPG decided to run a survey Asking patients whether they were aware of the group and the likelihood of them wishing to join. Plus questions were asked about the usefulness Of such a group. The CFEP survey has also been run.

Validate the survey through the local patient participation report. Payment Component 3

8

How have the priority areas been reflected in the questions?
Feedback from patients seemed to be mainly concerns regarding the waiting area. The practice shares the waiting area with a branch surgery from another practice. The complaints centred around the TV screens which generate a lot of negative comment and the seating arrangement. Privacy when speaking at reception was another concern .These problems seem to arise from the architecture of the waiting area.
The cfep survey results are still to be discussed due to time constraints
20012/13. Due to lack of response by co users of the building regarding the issues highlighted in the previous years survey a new survey was devised to reflect the lack of recruitment to the PPG. The patients were asked if they knew the group existed and did it, in their view ,serve any useful purpose. The group also wanted to know if patients thought any surveys really resulted in changes.

Validate the survey through the local patient participation report. **Payment Component 3**

9
Describe the Survey - How and when was the survey Conducted?
2011/12 The PPG survey was conducted by the PRG during the flu campaign from September to November as this would enable a greater of forms to be distributed and collected back in.
The CFEP survey was conducted from October through to January and was done individually for the two partners and the regular locum GP. The GP's handed out the surveys themselves and they were collected at reception in a box for that purpose
2012/13 Update. The 2012/13 survey was conducted once again during the seasonal flu campaign in October through to December.

Validate the survey through the local patient participation report. **Payment Component 3**

10
What methods practice has used to enable patients to take part?
2011/12 The questionnaire was handed out manually by the patient group in the waiting room during the flu campaign and further questionnaires were placed in the waiting room with instructions and a box to place the forms in.

The CFEP survey was distributed by individual GP;s
2012/13 Update.
The same methodology was used as in previous years.

Validate the survey through the local patient participation report. **Payment Component 3**

Patient Participation Report

Stage Three <small>continued</small>
Survey
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How has the practice collated the results?
2011/12 One of the patient group members collected all the questionnaires and he analysed the results and produced the document
These results were made available on the practice notice board and on the PPG website
The cfep survey results were administered by CFEP UK Services and a summary produced. A short patient poster is issued for display containing the results. The survey proper is published on the practice website.
2012/13 Update. The collation of the survey was done by the PPG as in previous years.

Validate the survey through the local patient participation report. **Payment Component 3**

12
How were the findings fed back to the PRG?
2011/12 A meeting was held with just the Riverbank PPG group and it was decided due to some of the content that they also needed to have a further meeting with Meden Medical Practice PPG as they share some our areas. The discussion brought to the fore some areas where patients some areas where patients would like to see changes in the waiting room area.
The group discussed ways that changes could be facilitated and it was decided to invite the Meden PPG to discuss the points raised.
A meeting was arranged by the PPG chair

The CFEP survey is still to be discussed. The results of that discussion will be posted on the website later.

2012/13 Update.

The feedback for the 2011/12 survey was fed back to the patients via the quarterly newsletter and the practice website. The results from this years survey were discussed in the PPG meeting in January 2013.

Validate the survey through the local patient participation report. **Payment Component 3**

Stage Four

Results

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Please describe survey results:

2011/12 The PPG identified the main areas for action. The privacy when speaking to the receptionists. The television screens were disliked by 50% of patients

A further 50% of patients thought there was not enough privacy when talking at reception

40% did not take any notice of the information leaflets

42% found the waiting area too noisy

CFEP survey results still to be discussed

Validate the survey and findings through the local patient participation report. **Payment Component 4**

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Explain how the PRG was given opportunity to comment?

2011/12 A further meeting was arranged to discuss the survey findings

The Meden Medical PPG representatives attended the next meeting and these areas were discussed. There was a lot of dialogue and ultimately it was agreed by both groups that the privacy issue was a common theme for patients from

both practices.

2012/13 Update. 2011/12 survey update .Unfortunately the issues regarding the privacy Screens and the seating arrangements in the waiting room remain unresolved. This is due to a non response from Meden Medical PPG and the PCT. As this area is shared it would not be possible to facilitate any change without approval from both other users as these areas are shared. A meeting was

held with both Meden PPG representatives and PCT manager but as yet we have had no response from either party.

The magazines were put out in the waiting room and seem popular. The PPG members renew regularly. The television screen has now been switched

2012/13 Survey was discussed and it was decided it might be useful for the PPG members to take it in turns to do an open access session , on a trial basis at first, on one morning per week for patients to access members to find out more about the group and for them to air their views , concerns and any ideas they may have.This would be a less formal basis than joining the group for meetings. It is hoped this might encourage more patients to join the group. The group were encouraged by the fact that patients thought surveys did change things.

Validate the survey and findings through the local patient participation report. Payment Component 4

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What agreement was reached with the PRG of changes in provision of how service is delivered?

2011/12. Firstly the priority was to have privacy screens installed between the 3 reception areas in the waiting room. Both groups agreed on this .The television screens were discussed but an agreement was not concluded.

The Meden representatives will take the findings to their group and have yet to feed back to us.

The Riverbank PPG chairman agreed to meet with the PCT health centre manager to discuss the findings as we would need agreement to facilitate any changes. An initial meeting was arranged

Not concluded yet as still awaiting feedback

2012/13 As previously stated unfortunately nothing has progressed with regard to the 2011/12 priorities.

An agreement was reached within the group that each member in turn, who wished to do so, would sit in practice on a Wednesday morning to be available for the patients to come and have a chat and a coffee hoping to gather the views of patients as to how we can endeavour to provide optimum services within our practice.

Validate the survey and findings through the local patient participation report. Payment Component 4

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Were there any significant changes not agreed by the PRG that need agreement with the PCT?

2011/12 None currently

2012/13 None currently

Validate the survey and findings through the local patient participation report. **Payment Component 4**

Patient Participation Report

Stage Four continued

Results

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Are there any Contractual considerations that should be discussed with the PCT?

2011/12 Still to be decided pending result of meeting with Meden Medical Chair and PCT Health centre manager.

2012/13 None

Validate the survey and findings through the local patient participation report. **Payment Component 4**

Stage Five

Action Plan

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How did you consult with the PRG about the action plan?

2011/12

The CFEP survey still needs discussion to facilitate action plan from those results and will be done at our next meeting.

Time constraints have held up this process.

The action plan for the PPG survey will be finalised when discussions have taken place with Meden PPG and PCT Health Centre Manager.

2012/13. Via Patient Group Meetings

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5**

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Please give a brief summary of priorities and proposals agreed with the PRG arising out of the practice survey:

2011/12 .The priority actions from the PPG survey was the lack of privacy in the waiting area and this is still under discussion to facilitate change.

The cfep survey still to be discussed

2012/13 PPG to facilitate open house patient access within practice setting to continue the drive to engage more patients in practice service design and to create an atmosphere of openness between the practice and patients

Please include a copy of the action plan (Including how proposals will be implemented)

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5**

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Were there any issues that could not be addressed? - if so please explain

Currently the only areas highlighted which possibly may not be addressed are the areas where we need approval from the from the PCT and /or the Meden Medical Practice to facilitate the changes in the waiting area.

2012/13 As above

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. **Payment Component 5**

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Has the PRG agree implementation of changes and has the PCT been informed (where necessary)

2011/12 The PPG have agreed the changes to the waiting area but still await feedback from Meden PPG. The Health centre manager

has been informed but a meeting to discuss and finalise the implementation of the changes will be arranged as soon as possible.
When the necessary agreements and changes have been finalised the result will be published on our website
When the CFEP results have been discussed any actions will be posted on our website and where necessary the PCT will be informed.
2012/13 The PPG have agreed the implementation

Consulting on the Action plan with the PRG and seeking PCT agreement where necessary. Payment Component 5

Patient Participation Report

Stage Six
Publication of Report
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Please describe how this report has been publicised/circulated to your patients and the PRG
2011/12 This report is posted on our website and any further results will be published in our practice newsletter
2012/13. This report along with the action plan and the latest cfep report will be posted on the practice website

Date Posted on Website:

Additional statement to support report publication. Payment component 6

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Additional Information
Opening Times

Confirm Practice opening hours - explain how patients can access services during core hours?

Reception Times

Monday-Tuesday-Wednesday-Friday- 8.00am-6.00pm -Thursday 8.00am-5.00pm -Saturday and Sunday Closed
Surgery Times-
Monday Tuesday 9.00am-1.00am and 2.00pm-4.00pm and 4.00pm -6.00pm
Wednesday 9.00am-11.00am and 1.30pm-3.30pm and 4.00pm-6.00pm
Thursday 9.00am-11.00am
Friday 9.00am-11.00am and 4.00pm-6.00pm
Extended evening hours 6.30pm - 7.30pm on Wednesday

Additional statement to support report publication. Payment component 6

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Where the practice offers extended opening hours please confirm the times that patients can see individual health care professionals?
The practice offers extended opening hours on Wednesday evening between 18.30 and 19.30
Both a GP and Practice nurse are available during this session

Additional statement to support report publication. Payment component 6

Number of PRG meetings which have taken place since 1st April 2011	12
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Office Use:				
DES Component	Section attained in			
One	1	2	3	4
Two	5	6		
Three	7	8	9	10
	12			
Four	13	14	15	16
Five	18	19	20	21
Six	22	23	24	