

## 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

<b>Practice Name: Broad Lane Surgery</b>
<b>Local Patient Participation Report 2013/14</b>
<b>Introduction</b>
<p>Broad Lane Surgery is located in Eastern Green Coventry. Our registered list size currently Stands at approximately 4100. Our commitment to patient input is one of our main focuses. Our patient panel group has been in existence since September 2009 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 'smiley face' token box. This allows patients to drop a token in a satisfaction boxes numbered 1-10 and also facilitates any suggestions or comments via a small form submitted into a further box to the side.</p>
<b>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)</b>
<p>Our patient panel group is mainly made up of retired patients who have shown care and interest in the service provided by the Surgery. Our panel members have also included patients that work, although the surgery understands that some panel members are not able to attend all meetings due to home and 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 represents all our patient demographics would be ideal, and we try to encourage patients that work, or parent young children, as well as those from ethnic minority groups to participate when possible. For example, the Doctors promote the patient panel group to their patients and this is also supported by all our Reception staff.</p>

## **Step 2: Agree areas of priority with the PRG**

The priorities of our patient representative group have changed during the 4 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 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. This brought about the introduction of our 'smiley face' token box which has proven very popular. The score ranges from 1-10 and data is collected daily and fed into our reporting to gauge and improve our services.

Other recurrent areas of priority include appointments for both nurses and doctors. The drop-in surgery which we offer Mon-Fri between 08:30 - 11:30 is also a recurring theme on our agenda for meetings to ensure it is being used effectively. It continues to be well received by the patients This proved to be well received by patients and the feedback we received was very positive. We have recently welcomed our new GP in our team.

The discussions in the patient panel have mainly been focused on quality and access to care.

## **Step 3: Collate patient views through the use of survey**

Broad Lane Surgery decided on a written questionnaire to best obtain the views of our registered patients. This was ran in addition to our daily token survey which rates patient experience on each visit from 1-10, and questionnaires were placed around our main reception and on the reception desk.

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. The questions were scored using the 1-10 scale, 1 being extremely dissatisfied and 10 being extremely satisfied.

Patients were sporadically asked to complete the survey whilst attending. The questionnaire ran for the month of October- November -14 and we had approximately 65 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 and salaried GP's. The question relating to how easy it is to book an appointment also received a couple of low scores and one mid-range score.

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 not available for the previous practice panel meeting and will be shared and discussed in the next planned meeting. A copy of survey findings is posted to the Panel members.

**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. GP recruitment. Vacant post since August -13.	Recruitment process already initiated.	Management	November-13	Partly completed December-13. Process still on for recruitment for suitable candidate.
2. Some patients felt it was still not particularly easy to get through on the telephone although the score had improved slightly from last year.	Multiple lines install. Process change so the phone doesn't hang up after certain time. Patients will get the message that the phone is busy and will be on the loop till they are answered. During busy times the surgery will have two	Practice Manager	OCT-13	Oct-13

<p>3. Use of open surgery appointments appropriately. Only immediate and necessary patients should be seen in open surgery.</p>	<p>receptionists at the reception desk.</p> <p>Practice to do further awareness campaign (Posters, leaflets etc)</p>	<p>Practice Manager</p>	<p>January-14</p>	<p>Feb-14</p>
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### Opening Hours

Broad Lane Surgery is open from 08:30-6:30pm on Monday, Wednesdays and Fridays. We are open 08:30-8:30 on Tuesdays and every Saturday 09:30-12:30.

For our extended openings hours on Tuesdays, Thursdays and Saturdays, patients can access pre-bookable appointments. During core hours, patients can access the Surgery by attending or phoning 02476 466583.

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 and on patient panel group notice board in reception over the next month which also include our last panel agendas and minutes including the dates of the next meetings and any current topics that patients can comment on.