

DES Component	Weighting : Year 1	Minimum requirements	Weighting : Year 2	Minimum requirements
<p>1. Establish a PRG (Patient Reference Group) comprising only of registered patients and use best endeavours to ensure PRG is representative.</p>	20%	<p>Description of the profile of the members of the PRG</p> <p>The steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category</p>	0%	N/A
<p>Description of the structure or process in place for regular engagement with the PRG: PPG Group has been set up since 2011/2012, all previous efforts in the past have gone in vain although a lot of patients are now starting to come round to the idea and patients are asking more about being involved. The Practice is confident that will get more patients of the practice participate in the Practice as representatives of the PPG Group. Recruitment methods include one to one discussion with patients from all ages, ethnicity and backgrounds even the Eastern European community. The Practice has been giving out invitation letters to patients and has advertised on the Biltonmedicalcentre.co.uk. Notices have been put in the Practice and the neighbouring Pharmacy. Clinicians have been actively involved in recruiting patients and have been given the invitation letters in their consulting rooms to hand out. Also advertise on the back of a prescription, the call board screen Patients who have any comments and complaints about the Practice, are invited to attend the PPG Meetings. The Practice objective is to involve patients in decision making when it comes to delivering the services</p> <p>The other objective and new method the Practice has tried is to recruit patients for a minimum of a 2 year period and ensure that they commit to the Practice so that they are able to take forward projects or plans that are developed. This would result in optimum results for chosen targets.</p> <p>Once the PPG group strengthens, we would like to be able to deliver programmes within the Practice and measure outcomes.</p> <p>1. Improve patient awareness around services</p>				

2. Lifestyle and diet advice
3. Patient education
4. Survey/Feedback comments

To be able to deliver this we have already involved with Champions show the way programme and would ultimately prefer to get some of our PPG members to train in patient education who could volunteer to take some time out to speak to some of the patients in the waiting area.

The members of the PPG can also assist in completing surveys which would eliminate reception staff getting involved.

The Practice is based in the inner city of a deprived area and understands that a lot of work is required to reduce the inequalities and deprivation and the key fact is lack of education.

Description of the profile of the PRG members:

Bilton Medical Centre has continued to recruit members and now have 40 patients that have joined. Since read coding the number of forms we have handed out the Practice have coded 70 patients.

The patients are given an informative leaflet about the purpose of the PPG which is useful to have to understand what their involvement would be.

There are 19 Female Patients and 21 Males. 2 Bangladeshi males, 1 Bangladeshi female, 1 White British Male, 2 White British Females 13 Female British Pakistani's 18 Male British Pakistani's, 3 British Pushto, Pakistani's Invitations have been handed out to Eastern European community however no patient has actively joined.

	<p>Steps taken by the contractor to ensure that the PRG is representative: Following on from last year the Practice has now advertised in the neighbouring Pharmacy and currently in talks with other Pharmacies. Also in house advertising</p>			
<p>2. Agree with the PRG which issues are a priority and include these in a local practice survey.</p>	<p>20%</p>	<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>	<p>10%</p>	<p>Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey</p>
	<p>Please specify steps taken to reach agreement on priority issues:</p> <p>The Practice has reflected upon the results of the Survey monkey and has made changes to reflect this, minutes of the meetings attached.</p> <p>Survey monkey agreed with additional 5 questions – Re run from January 2013 to March 2013.</p> <p>Results analysed discussed with the Group and new objectives agreed 28.03.13</p>		<p>Please specify steps taken to reach agreement on priority issues:</p>	

	Attention given to the identification of the below when reaching agreement (please tick):		Attention given to the identification of the below when reaching agreement (please tick):	
	Patient's priorities and issues	x		
	Practice priorities and issues including themes from complaints	x		
	Planned practice changes	x		
	Care Quality Commission (CQC) related issues:			
	National GP survey issues	x		
	Comments (if applicable):		Comments (if applicable):	
3. Collate patient views through local practice survey and inform PRG of the findings.	20%	The manner in which the contractor sought to obtain the views of its registered patients	20%	The manner in which the contractor sought to obtain the views of its registered patients
	Description of manner taken to obtain views: Survey Monkey – undertaken mostly in house The survey monkey link was available on the website Hard copies were made available for completion at reception and consulting rooms. Practice also encouraged patients to use the suggestion box -		Description of manner taken to obtain views: Patients completed surveys in house after seeing a GP, Health Professional.. Mostly family members assisting with the completion of forms, however idea to take forward is PPG could assist in next year's survey. Suggestions can be left in the comments box.	

	Summary of evidence i.e. themes from patient views: 1. More weekend appointments were requested 2. Same day appointments requested 3. Improve Patient awareness 4. Develop Bilton Medical Centre website 5. Play area for Children		Summary of evidence i.e. themes from patient views:	
	Name of survey tool used: Survey Monkey (results attached as separate document)		Name of survey tool used:	
	Findings of survey provided to the PRG (please tick):		Findings of survey provided to the PRG (please tick):	
4. Provide PRG with opportunity to comment and	20%	Details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan	30%	Details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan

<p>discuss findings of local practice survey. Reach agreement with PRG of changes in provision and manner of delivery of services. Where the PRG does not agree significant changes, agree these with the PCT.</p>		<p>Details of the action plan setting out how the finding 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</p>	<p>Details of the action plan setting out how the finding 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</p> <p>A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey</p>
	<p>Summary of action plan discussion: Date of discussion(s): 21st June 2012</p>		<p>Summary of action plan discussion: Date of discussion(s): 21st June, 2012</p>
	<p>Findings or proposals arising: 1. Waiting times too long 2. Offer more same day appointments' 3. Look in to weekend appointments.</p>		<p>Findings or proposals arising: From patient comments in the suggestion box identified that patients were finding the damp issue at the surgery uncomfortable. Prompt action to resolve the problem was taken by the Practice and the surgery closed for 2 weeks for full refurbishments restoring the Practice to its former glory.</p>
	<p>Summary of agreements:</p>		<p>Summary of agreements:</p>

	Summary of evidence relating to findings:			
<p>5. Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the PCT.</p>	20%	<p>Details of the action which the contractor, and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey</p>	30%	<p>Details of the action which the contractor, and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey</p> <p>Where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, the practice has taken on issues and priorities as set out in the Local Patient Participation Report</p>
	<p>Details of intended actions:</p> <p>Preferred method of survey findings has been discussed and a Newsletter has been agreed.</p> <p>Further improvements:</p> <p>Action Plan agreed 21st June, 2012. Please refer to action plan.</p> <p>Further action plan for the following year objectives agreed 28.03.13.</p>		<p>Details of intended actions:</p> <p>Review waiting times.</p> <p>Offer more same day appointments</p> <p>Look in to weekend appointments</p>	
		<p>Summary of issues and priorities set out in Local Patient Participation Report:</p>		

	Has the PCT been informed?		Yes	
			No	
			N/A	
	Has the PCT been informed?		Yes	
			No	
			N/A	
<p>6. Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement.</p>	0%	N/A		
	10%	Please state whether the report includes the below aspects (tick):		
	a description of the profile of the members of the PRG			Description given in section 1
	the steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category			
	details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey			Minor ailment leaflet
	the manner in which the contractor sought to obtain the views of its registered patients			Website, waiting rooms, consultation rooms
details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan				

	<p>details of the action plan setting out how the finding 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</p>	
	<p>a summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey</p>	
	<p>details of the action which the contractor, and, if relevant, the PCT, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey</p>	
	<p>where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report</p>	
	<p>the opening hours of the practice premises and the method of obtaining access to services throughout the core hours where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.</p>	
	<p>A copy of this report must also be supplied to the PCT. Please indicate that this has been carried out:</p>	

Comments:

The Practice has been fully engaged with the PPG Team over the last 2 years making more and more patients aware of this group. The Practice objective is to build upon the existing relations with the team and recruit new members to assist the practice in the organisation and running of the practice.

Practice will be looking in to recruiting further volunteers to assist with Patient surveys and counsel patients in the waiting area about the use of emergency services. More focus will be given on patient education and members of the group will assist in putting this together.

Action Plan copied. 21.6.12

PPG ACTION PLAN FOLLOWING SURVEY ANALYSIS & DISCUSSION ON 21.06.13

Action points that were agreed after the PPG group meeting on 21.06.13 are as follows:

- Improve patient awareness around services and patient education. PPG members to assist in this wherever possible as the group is a useful platform to keep patients informed about services the practice offers. This links in with point 2.
- Develop Bilton Medical Centre website with information for patients. It would be helpful to create a Patient Participation Group Section on the website with survey results for patients and information about the purpose of the PPG group.
- Continue regular patient participation group meetings. Practice to work on establishing a regular group of patients that attend. The practice aims to put up a PPG notice board in the waiting area on reception to inform patients of the group. Leaflets and invitations to be kept at reception for front-line staff to invite patients and answer queries about the group.
- Continue recent lady Dr Clinic's after introduction of female GP in June 2012. The survey results and discussion in 21.06.13 identified that female patients prefer to see a female clinician for certain issues.
- Practice to assess appointment capacity and demand and consider recruitment of further clinicians to increase appointments.
- Practice to look into Small play area for children following a patient's suggestion via the most recent survey. This will aim to make the waiting area a more appealing and pleasant experience for the patients with small children.

- **Action Plan 28.3.13**

PATIENT PARTICIPATION GROUP – ACTION PLAN FOLLOWING MEETING 28.03.13

- Practice to consider feasibility of additional opening hours on evenings or weekends as per discussion in the PPG group meeting from 28.03.13. The survey results reflect that only 17 patients out of the 53 that answered the question are satisfied, with 22 patients would like addition evening or weekend hours.
- Practice team to consider providing patients with copies of test results within consultations. 86.5% of patients answered in the affirmative when asked in the recent survey.
- Practice to consider introducing a section on practice website regarding changes in the NHS due to confusion about changes from PPG members who requested an additional question be included on the survey to ascertain views of the rest of the practice patients. The survey responses to this question indicate the majority of patients are either not aware of the changes or do not understand them.
- Improve patient education around waiting times for appointments, 10 minute appointment times and maximum 2 issues per consultation. The results of the survey reflect that 44.5% of patients feel that they either have to wait a bit too long or far too long. This indicates a lack of understanding about the reason behind clinic time delays. As discussed in the PPG meeting on 28.03.13 sometimes the on call GP would need to deal with urgent queries that may arise in between patients during a clinic. Often patients speak about multiple problems per appointment and the allocated time per appointment is 10minutes but this often overruns.
- PPG group members to consider being more involved in the next survey & assist patients with language barrier. There have been 54 responses to the practice survey this year despite the reception staff actively inviting patients to complete the survey and handing out many blank surveys. Print-outs with the internet link to complete the survey online have also been made available. Uptake has been poor. Bearing in mind that many patients have a language barrier and cannot read/write English, the PPG members will consider spending time in the waiting room assisting patients in completing surveys.

