

Patient Participation Directed Enhanced Service

Local Patient Participation Report

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| Practice Name | The Atherstone Surgery |
| Local Patient Participation Report 2011/12 | |
| Introduction | |
| <p>Atherstone Surgery has had an active patient participation group for over a decade, therefore, involvement in this enhanced service was a very easy decision to make. Atherstone's PPG is chaired by Gill Davis who represents both patients of Atherstone Surgery and the wider population on the Clinical Commissioning Board in Northern Warwickshire. Gill is one of only a couple of CCG patient Board members across the country.</p> <p>Although the practice has always participated in patient questionnaires over the years through QOF, this questionnaire was felt to be very important as it was written, collated and written up by the PPG with the practice as 'observer' rather than the 'driver', which we felt was most important.</p> <p>A copy of the results and this report will be placed on the PRG notice board in reception.</p> | |
| 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) | |
| <p>As mentioned above the practice has had a PRG for over a decade.</p> <p>Quarterly meetings are held with all members invited, with an AGM annually.</p> <p>Our members include local parish councillors, members of the Older People's Forum, Learning Difficulty Lead, patients, CAB, partners of the practice, district nurses and more.</p> <p>The PRG have a dedicated notice board in our waiting area in a prominent position where all agendas, minutes, events and information is posted. Contact details and how to become a member are also clearly displayed here.</p> <p>Guest speakers are also invited.</p> | |
| Step 2: Agree areas of priority with the PRG | |
| <p>The practice/PRG held a meeting towards the end of 2011. Previous patient questionnaire results were looked at along with previous questionnaire questions. Much discussion took place around the questionnaire itself.</p> <p>Everyone had equal say in what they would like to see in the questionnaire and all opinions were taken into account. Again the with regards to the final questions the PRG had the overall decision, the Practice merely perused the final version.</p> <p>The final version of the questionnaire can be viewed on the website.</p> | |

Step 3: Collate patient views through the use of survey

The practice commenced distribution of the questionnaires and carried on handing them out until a total of 400 questionnaires had been returned. This equates to 25 questionnaires per 1000 registered patients, which is the accepted sample size at national level.

The questionnaire was given to all patients attending the practice and sent out with clinicians on home visits.

The results of the survey can be viewed via a link on the website.

Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services

The PRG and the Practice met in early March to discuss the results. It was agreed to have further discussions at the next PRG to ensure that all members had the opportunity to ask questions, however, the group was representative and actions were made on the night.

Much discussion took place around the findings. Overall the response was very positive and the practice received a green rating on all areas other than the speed of the telephone answering and speed of call transfer which were both amber. No red ratings were received.

Step 5: Agree action plan with the PRG and seek PRG agreement to implementing changes

It appears that patients do not like the automated book in system. We believe that may be because you have tried it and it did not work and there is an element of frustration. We are going to do a data cleansing exercise and update contact details etc, as the system will only work if your details are up to date. Once this has been done we then do a campaign to encourage patients to try it again!!

Likewise the automated booking in system does not have many fans. Once again we need to do a campaign to get the usage up. Patients need to understand that by checking in automatically they will cut down the queues at reception.

Opening Hours

8am – 6pm
Telephone 01827 713664
Fax 01827 713666
Email repeatprescriptions@gp-M84019.nhs.uk

Any of the above methods can be used to access the surgery during opening hours.

