

North Road Suite

■ RAVENSTHORPE HEALTH CENTRE ■



Patient Participation DES 2011/2012

Profile and Practice Population

The Practice has been established for over 100 years within the Ravensthorpe area and was previously sited on North Road moving across to the new Ravensthorpe Health Centre in November 2005. Ravensthorpe is fast becoming a multicultural area. There are two other Practices within the health centre who have a predominantly Asian demographic population, however, we have a mixture of several groups.

We feel that the group is broadly representative however; we welcome and actively support any interest from our Practice population.

The Practice was keen to establish a face to face PPG however; we have made provision for Patients to be able to feed back to us electronically through the Practice Website that was established in 2009.

Group Formation

To recruit members to the group we used the following methods:

- ❖ Set up a Patient information display on a dedicated a high profile notice board in the patient reception area. This consisted of information about PPG's and how they could get involved.
- ❖ Set up a dedicated PPG page on our website at www.northroadsuite.gpsurgery.net. This enabled patients to express their interest via electronic means and give us their feedback on services.
- ❖ We produced our own PPG recruitment leaflet which details what PPG's are. Who can join and the benefits for patients and the Practice, meetings, what would be involved and other questions along with how to join and 'expression of interest' form.
- ❖ We held a Practice 'Open Day' on the 15th June and recruited some of the members from this event.
- ❖ We attended Mirfield Show on the 21st August and PPG was part of our P.R
- ❖ Our Practice team encouraged Patients to read the information and get involved.
- ❖ We have Practice information books in the Patient reception area and the PPG was publicised within the content pages.
- ❖ We messaged on our electronic J.X. boards.
- ❖ All of the above is still actively pursued and on show to potential group members or patients who may not have the time to be part of the group but would still like to get involved in some way.

Terms of Reference for the Group

Terms of reference are contained in the Practice Patient Participation Group leaflet and in addition to this we prepared a 'PowerPoint' presentation detailing information about why PPG groups were introduced and the kind of work that can be undertaken (included in previous appendices). At the time of writing this report on the 18th January 2012 I can report that the group felt that the draft template constitution was a little heavy and have agreed to work together as a team with no specific positions until they have had time to get to know each other while gathering more information as we progress. In the meantime they have expressed a preference to work in this format. Once the group are comfortable this document will be redrafted and finalised.

All members of the group have been briefed on Information Governance and have duly signed confidentiality agreements.

Meetings

Our first PPG meeting was held on the 27th September 2011. The group stated that they would like to meet bi-monthly. Meetings are structured as follows:

- ❖ Meeting dates are agreed and are held in the seminar room at the surgery.
- ❖ An agenda is prepared with contributions from the PPG members and the Practice team.
- ❖ Minutes are recorded and then sent to each member of the PPG and the Practice team via email
- ❖ Email communications, feedback and comments.

Local Patient Survey

Development of the Patient Survey for 2011/1012.

The North Road Suite Practice has participated in the GPAQ in all previous years and the GP National Surveys which superseded the GPAQ conducted in Practices. In addition over the past two years we have also conducted our own Patient Surveys in order to develop services and address any ongoing issues.

We combined all of the above information in order to chart our progress over the years so that we could measure the effectiveness of the work undertaken to improve services and systems where appropriate.

Although a great deal of work has been undertaken in the Practice during this time, there are still a couple of issues that our Patients and the Practice team think that we can improve upon. We must stress though that at least one of the issues has been out of our control to a considerable extent and we are in negotiations with the PCT who provide the service to us. This is our telephone system.

The PPG and Practice team members worked through the above previous survey results and formulated the key areas that need to be addressed or re-measured. We agreed to also include some of the questions that were felt relevant from the current version of the GPAQ. In addition the PPG were provided with a copy of the Practice Business Plan for 2011/2012 along with the aims and objectives.

The following evidence has been provided to the Primary Care Trust (PCT):

- ❖ Patient Survey Discussed and developed at the PPG meeting on 11th October and 29th November 2011.
- ❖ Following the meetings final draft questions with rationale for each were prepared and sent to each member of the PPG and the Practice team for comment and feedback.
- ❖ It was agreed that the Survey should be conducted in the Surgery; however, we have also added a link on the Practice Website so that Patients can access the survey online.
- ❖ The Practice used Patient Dynamics for the GPAQ in previous years and the Partners agreed to use this company again to produce the questionnaire from our final draft along with providing the electronic online link. They will also collate the results for us in readiness for publication to the Practice population.

Conducting the Survey.

- ❖ The survey will be undertaken week commencing 30th January 2012.
- ❖ Posters have been produced to publicise the survey.
- ❖ The Practice website – PPG page contains the same details about the survey as in the Practice and patients can click on the link to complete the online version.
- ❖ Members of the PPG have agreed to help the Practice team in conducting the survey by coming into the Practice to approach and encourage all of our patients in the surgery to complete the questionnaire.
- ❖ Patients may also take the questionnaire home and return it to us if they wish.
- ❖ All questionnaires are anonymous and are posted in the questionnaire box provided.
- ❖ This is an ideal opportunity for PPG member to meet their fellow service users and publicise the Group as well as the importance of the survey.

Questionnaires to be completed

- ❖ The Practice needs to complete 142 questionnaires based on the current Practice population of 5,644. This will be a mixture of hard copy and electronic submissions via the Practice website.

Analysation of the results

As we have detailed above, Patient Dynamics will also collate the results for us in readiness for publication to the Practice population. This will include the following:

- ❖ Responses to the questions including free text comments
- ❖ Patient demographics
- ❖ Overall experience of the Practice

Once the results have been received in the Practice they will be analysed by the Practice Development Manager in preparation for Presentation to and scrutiny by the PPG.

It is anticipated that the above will be received in Practice by the 15th February in preparation for the scheduled PPG meeting to discuss the results on the 28th February 2012.

Action Plans

Once the above meeting has taken place our joint action plans will have been outlined and will be recorded onto the Patient Survey action sheets which will include the work to be undertaken, actions required timescales and sign off completions.

Publicising the Survey Results.

Survey results and a copy of our Action Plan will be publicised as follows:

- ❖ Displayed in the Surgery on the dedicated PPG notice board.
- ❖ Posted on the PPG page of the Practice website
- ❖ Included in the spring Practice Newsletter.
- ❖ Regular updates will be communicated as well as inviting feedback from the service users to test our work to improve services by using the above modes of communications.