

Lattice Barn Surgery

D83052 - 095

**Patient Participation Report
2013/14**

This report must be published on the Practice website and a copy submitted to england.ea-des-activity@nhs.net by no later than 31st March 2014.

1. Maintaining the Patient Reference Group (PRG)

Since the Lattice Barn Surgery PPG was formed in December 2011 efforts had been made to ensure that the group remained aware of the need to ensure it was as representative as possible of our registered patient profile. The issue was highlighted during meetings, has been referred to in Practice Newsletters and remains on our website.

2. Method and Process for Agreeing Priorities for a Local Practice Survey

We actively seek the views of our PPG in determining the priority areas to include in our local annual practice survey as part of their regular quarterly meetings.

3. Details and Results of the Local Practice Survey

Our most recent local practice survey was carried out in February and March 2014. The survey was conducted using an independent company to analyse the feedback and produce a Practice Report using the standard IPQ questionnaire. We have only just received the results (on 26/3/14) and can confirm an 82% customer satisfaction response. The full report has been circulated to the GP Partners for discussion at their Away Day meeting on 27th March 2014.

4. Discussing Survey Results with the Patient Reference Group (PRG)

We consulted with the Patient Group on the survey findings remotely – as their next scheduled meeting would have been after the 31st March DES deadline. This report is therefore based on both their emailed responses and feedback from the GP Partners meeting.

5. Agreeing an Action Plan with the Patient Reference Group (PRG)

An interim action plan has been drafted which sets out the proposals arising out of the survey results and this explains how we intend to implement any changes. It also explains any issues that arose in the survey that could not be addressed in the action plan and the reasons why – these are largely issues such as premises, car parking which our current facilities fail to address but which WILL be addressed in our new surgery redevelopment that is now in progress.

6. Publishing the Local Patient Participation Report on the practice website by the 31.03.14

This Report has been published on our website which also details the Practices opening hours and how patients can access services.

7. Practice Declaration

The Patient Participation Report is a true and accurate representation of the work undertaken to fulfil the requirements of the Patient Participation DES 2013/14

1. Our Patient Participation Group

1.1 Since the Lattice Barn Surgery PPG was formed in December 2011 efforts had been made to ensure that the group remained aware of the need to ensure it was as representative as possible of our registered patient profile.

Initially there was a predominance of British, white Over 60s from both sexes however over time we have managed to attract younger members – although the ethnic mix has not altered.

1.2

As stated above the ethnic mix has not altered at all. We have a very low percentage of patients from other ethnic backgrounds but are aware of the need to try and engage them in some way. Our group members do, however, represent a wide range of clinical interests and some are actively engaged in other local patient groups or care-related organisations which we feel can only be to the benefit of our wider patient population.

We will continue to explore ways of engaging with patients from other ethnic backgrounds and those affected by disability, social issues etc.

Component 2. Method and Process for Agreeing Priorities for the Local Practice Survey

2.1 The views of the PRG were sought during quarterly meetings to allow them to be actively engaged in identifying the priority areas for the survey questions although they felt the standard IPQ questionnaire was, in this instance, sufficient robust for the purpose and addressed the key themes which emerged from complaints received over the past few months (i.e. access, customer satisfaction).

With a new premises development/merger project now underway it is very likely that further more specific surveys will need to be conducted to ascertain patient views and the PPG will be actively involved in this process.

2.2 Being a standard recommended questionnaire the IPQ addressed the key issues that the group felt were important.

Step 3. Details and Results of the Local Practice Survey

3.1 Our most recent survey was carried out between February and March 2014.

3.2 Patients took part in the survey by completing questionnaires issued immediately after their GP consultations. This was our preferred option as the survey had been delayed significantly owing to the introduction of a new computer system and there was little time to complete it before the end of March, it was felt that doing this in-house would maximise returns and made the external analysis easier to complete within a tight timescale.

3.3 The external company analysing the survey forms have indicated that the result should be wholly credible as the response rate was sufficient to provide 'the reasonable person' with confidence that the reported outcomes are valid.

3.4 A copy of the survey report is attached.

Component 4. Discussing Survey Results with the Patient Reference Group (PRG)

4.1 The survey results were initially disseminated to the GP Partners and our PPG by email to ensure that all parties had the opportunity to provide feedback prior to their next formal meetings which are scheduled during April 2014. All proposed outcomes are therefore in "draft" format until the formal Business Meeting(s) and PPG Meetings have been held to formally agree them.

Component 5. Agreeing an Action Plan with the Patient Reference Group (PRG)

5.1 An interim action plan was agreed (owing to reasons explained earlier) based on the survey results and feedback gleaned from emailing the final report to the GP Partners and PPG members.

5.2 The PPG was consulted by email to ensure that they agreed the interim action plan and any proposed changes – although the final version will have to be formally agreed and adopted at their next meeting in April.

5.3 The only elements raised through the Survey that were not agreed as part of the action plan were related to premises issues. There is a planned redevelopment/merger project underway which will address these issues and further surveys are likely to address these matters.

5.4 No contractual changes are being considered

Step 6. Publishing the Local Patient Participation Report

6.1 Are there any further actions that have occurred from the:
2011/12 Action Plan – No, all proposed actions were taken
2012/13 Action Plan - No

6.3 The practice opening hours and details of how can patients access services during core hours (8am-6.30pm) and "Out of Hours" are listed in our Patient Information Leaflet, are displayed at the entrance to the surgery and are on our website www.latticebarnsurgery.co.uk

6.4 Extended hours - Our clinicians offer regular late appointments which are reserved primarily for patients who are unable to attend surgery during routine working hours. Each GP provides three additional extended hour appointments to ensure availability 5 days a week (Monday to Friday).

7. Practice Declaration – *this is only required as part of the report submitted to the AT*

The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2013/14 .

Signed and submitted to the PCT and published on the Practice website on behalf of the Practice by:

Name:

Signed:

Surgery code: 095 (D83052)

Date: 27th March 2014

Website: www.latticebarnsurgery.co.uk

FOR AT USE ONLY

Date Report Received by the AT: _____ Receipt Acknowledged by: _____

Report published and evidenced on Practice website by required deadline: _____