

Patient Participation Group – report 31.3.2011
(this should be read in conjunction with the Practice Report)

Methodology – the Practice followed the 6 steps outlined by the Primary Care Trust.

- **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 PRG**

The Patient Representative Group (PRG) was established by reviewing the Practice’s demographic profile and actively making contact with patients who the Practice felt satisfied a cross section of patients determined initially by age. Patients in each of the ‘age groups’ indicated below were contacted to invite to become a ‘group member’. This had limited success. Alongside this we established a website where patients can volunteer online and promoted the opportunity to volunteer within the practice environment with display material. To date we have a ‘group’ of 12 registered patients made up as follows:

Age Group	Under 16		17 - 24	
	25 -34	2	35 - 44	
	45 – 54	2	55 - 64	4
	65 - 74	3	75 – 84	1
	Over 84			

White				
British Group	12	Irish		
Mixed				
White & Black Caribbean		White & Black African		White & Asian
Asian or Asian British				
Indian		Pakistani		Bangladeshi
Black or Black British				
Caribbean		African		
Chinese or other Ethnic Group				
Chinese		Any Other		

Regularly	3
Occasionally	6
Very Rarely	3

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

To agree areas of priority, the PRG were contacted to seek their views on areas we needed to concentrate on using the letter below.

“We are planning our next annual survey and to ensure that we ask the right questions, we would like to know what you think should be our **key priorities** when it comes to looking at the services we provide to you and others in the Practice.

What do you think are the most important issues on which we should consult our patients?

For example which of the following do you think we should focus on, please rank in order of priority '1' being the most important and '4' being the least important.

Communication.

Consultations.

Opening times.

Premises.

The Practice will collate the responses and determine the area(s) we should produce our survey around. We would be grateful for your response by 1st December 2011 in order that we can proceed to the next step."

We received 100% feedback from the PRG and the results are as follows:

8	Communication.
7*	Consultations.
16	Opening times.
19	Premises.

*the lower the number the higher the priority.

Therefore, according to our PRG, the priority areas are 'consultations' ranking the most important followed by 'communication', 'opening times' and 'premises'. This determines the priority areas to survey our patient population upon as 'consultations' closely followed by 'communication'.

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

We used the GPAQ survey as a basis for constructing the 'consultation' survey. We reviewed the standard questions and amended to fit with the priority determined by the PRG group for consultations. The survey was uploaded to the website and hard copies were given out at the reception desk from Friday 13.1.12 for one month. A total of 164 survey responses were collated. The responses were analysed and reviewed at the Practice.

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

The 'results report' and a proposed action plan were e mailed to the Patient Group on Thursday 1.3.12 to gain views and feedback from the Group. The 'results report' was uploaded on the website in February 2012.

All members of the PRG were e mailed 'the report' with the following letter and proposed action plan to engage the Group regarding feedback/suggestions/agreement to proposal.

Dear virtual patient group member,

I am contacting you again to let you know that the results of the patient survey conducted recently at Westcroft are now available to view. We received 164 responses and these have been analysed and reviewed at the Practice.

We are very pleased generally with the results of the 'consultations survey' and we would like to invite you to review our findings (attached). We would welcome your comments and any thoughts you may have regarding the results.

In particular, we have identified that there is a group that we have not been able to gain views from. This group are the 'under 16 year olds'. There may be many reasons why we have not been successful in encouraging a survey response from this group but, as a practice, we would like to examine ways in which we can improve this.

With your approval our proposal would be to repeat the survey again in a few months time and try to target this particular group.

We would like to ask you to comment on this proposal in the first instance to see if we have your support to move forward with this draft plan to target school age and/or under 16's. We would also like to hear if you have any views on how we can engage and encourage this group to complete a survey to gain their views of our service.

I would be grateful if you could acknowledge receipt of this e mail, even if you feel you have no comment to make regarding the analysis or proposal. However, we will assume assent to the draft proposal if no representation is received from you by Friday 16th March 2012.

Thank you very much for your continued support to Westcroft House, it is very much appreciated.

The proposed 'action plan'. Statistical analysis of the 'report results' demonstrated we had been unsuccessful in gaining the views of any (0%) under 16 year olds and so we thought that this would be a priority area for consideration.

Action plan regarding 'consultation survey' – proposal.

We are generally very pleased with the results of the survey. It is gratifying to learn that the hard work which goes on behind the scenes is appreciated and realised by patients. We will continue to try and maintain or improve our services to patients.

It is evident from the statistical analysis of the 'consultation' survey that there is one group of patients which we have not been able to gain views from. This group are the under 16 year olds. We would like to discuss ways in which we can improve communication and engagement of this age group. We need to confirm that this is a viable and realistic area to recommend for improvement.

Our proposal is:

- Discuss with members of the Primary Health Care Team to see if this could be considered as a 'priority' area for the future.
- Ensure the patient 'virtual' group is consulted regarding the results of the survey and the proposal to target 'under 16's' for further work up.

- Engage the 'school nurses' for local secondary schools to help with Practice promotion.
- Consider ways which we could 'promote' and 'advertise' services we provide for <16's. (website, posters, newsletter)
- Copy survey report and recommendations to Primary Care Trust and publish to the website.

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

Out of the 12 members of the PRG the Practice received responses from 5. There were some very good suggestions to add to the proposed action plan and all the responses we received were in favour of the proposal outlined in the plan.

Ideas which the Group came up with to supplement the plan were as follows:-

1. Post information to the entire target group.
2. Use local notice boards to display material
3. Use local libraries to display material
4. Engage the local pharmacies to target the age group and include information with their prescriptions.
5. Consider Egremont Today news flier.
6. Consider face book link

We have duly taken the views of the PRG into consideration and these have been reflected in the amended action plan.

Amended action plan - March 2012.

Target young people to engage and gain their views of the service Westcroft provides. This will be achieved following the agreed revised action plan below and primarily with the use of the 'survey'.

Agreed actions to implement.	Topics to discuss.	By whom.	Time scale.	Completion/comment
Survey revision.	<ul style="list-style-type: none"> ➤ Consider adding or revising 'questions' with a 'young style'. ➤ Consider asking if any of the 'group' would be prepared to join the PRG? 		6m	
Arrange meeting with Primary Health care staff.	<ul style="list-style-type: none"> ➤ View 'results' and engage their help to target this specific group. ➤ Aim to enlist PHCT to encourage completion of survey in the 	PHCT meeting to be arranged by Practice Manager. All relevant staff members to be invited.	3m	

	<p>target group.</p> <ul style="list-style-type: none"> ➤ Agree target group (11 – 17 years.) ➤ Consider inclusion and exclusion of students due to Practice registration and how this would be best conducted. We can only include Westcroft patients for this analysis. ➤ Consider optimum time to conduct survey. Limitations of access due to term times etc. To commence in September 2012? 			
Run Practice search to identify numbers in target group.	<ul style="list-style-type: none"> ➤ To inform the PHCT meeting to reach agreement. 	Practice Mgr to do.	3m	Search completed for 11-17 year olds. If this is accepted for the 'target group' then the baseline = 390 patients.
Engage reception and admin staff to promote repeat survey to specific age group.	<ul style="list-style-type: none"> ➤ Introduce at Protected learning time event. ➤ Ask reception staff to hand out to the target group as and when they attend the Practice. 	Practice Mgr to agenda for a PLT before we issue surveys again ? Aug/Sept 2012.	6m	
Engage Pharmacies.	<ul style="list-style-type: none"> ➤ Agenda item for Pharmacy meeting. ➤ Discuss opportunistic ways to target our group with prescriptions etc. 	Practice Mgr to ask Practice Pharmacist to agenda item.	6m	
Promote and advertise Westcroft services to young patients.	<ul style="list-style-type: none"> ➤ Website. Although we have a relatively 'new' and 'user friendly' website we can include the newsletter 	Practice Mgr to arrange with admin staff on initiation of survey handout	6m	

	<p>featuring 'young' services and promoting the use of surveys for the target group</p> <ul style="list-style-type: none"> ➤ Posters. We can promote the survey by use of posters in the waiting room. ➤ Newsletter ➤ Facebook? ➤ Display on local notice boards. ➤ Consider contacting Egt Today. ➤ Post to target group. 			
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- **Step 6: Publicise actions taken and subsequent achievement**

Actions taken and update to the plan will be included in a timely fashion when each action is complete.