

Patient Participation Group – report 31.3.2013
(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**

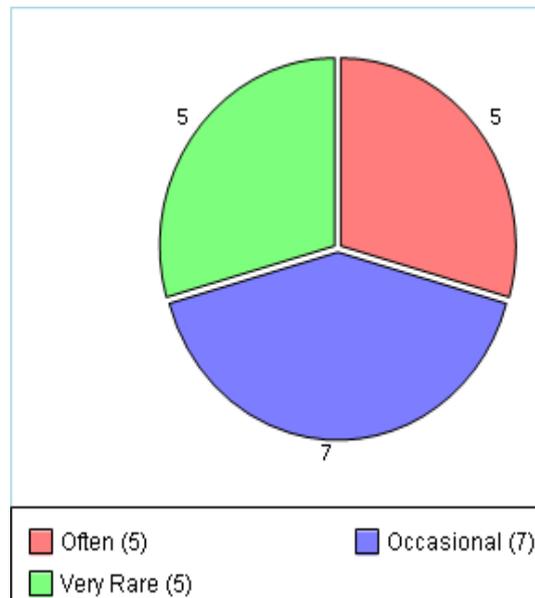
The Patient Representative Group (PRG) was initially established by reviewing the Practice’s demographic profile and actively making contact with patients who the Practice felt satisfied a cross section of patients determined initially by age. Patients in each of the ‘age groups’ indicated below were 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 17 registered patients made up as follows:

Patient Reference Group

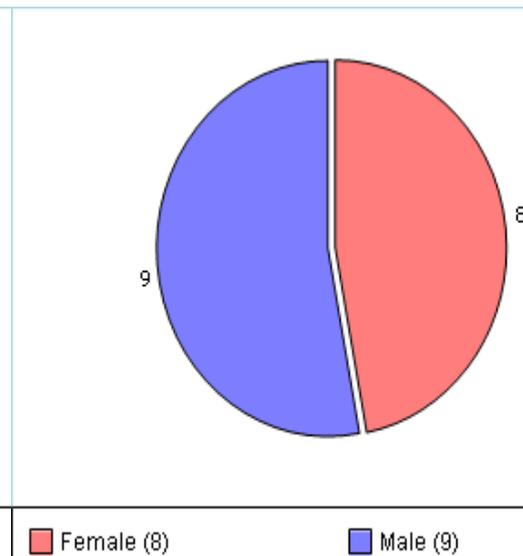
The patient group comprises 17 members

Distribution Details

Attendance

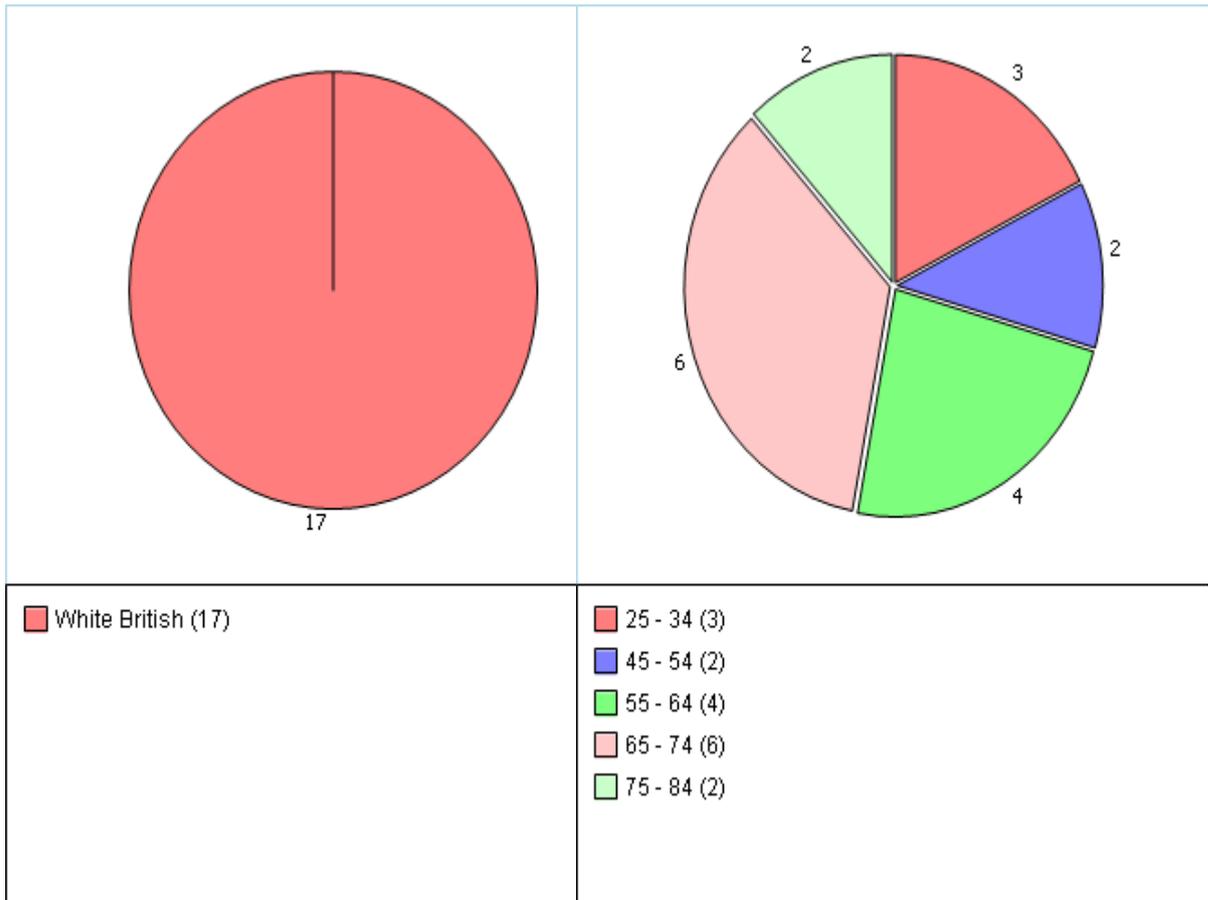


Gender



Ethnicity

Age



Survey Results

- **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.

An action plan was produced following consultation with the PRG in March 2012.

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	<p style="text-align: center;">√</p> <p>Agreed to name the survey 'Visiting my Doctor' as this was considered to be a 'simple' and 'straightforward' title which might make it more accessible for 11-18 age group. Slight alterations to wording also completed.</p>

<p>Arrange meeting with Primary Health care staff.</p>	<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 target group. ➤ 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? 	<p>PHCT meeting to be arranged by Practice Manager. All relevant staff members to be invited.</p>	<p>3m</p>	<p style="text-align: center;">√</p> <p>Mtg held at Westcroft Hse Surgery with local School nurses on 24.9.12.</p> <p style="text-align: center;"></p> <p>Y:\JANET\Enhanced Services\Pt Rep Grou</p>
<p>Run Practice search to identify numbers in target group.</p>	<ul style="list-style-type: none"> ➤ To inform the PHCT meeting to reach agreement. 	<p>Practice Mgr to do.</p>	<p>3m</p>	<p>Search completed for 11-17 year olds. If this is accepted for the 'target group' then the baseline = 390 patients.</p>
<p>Engage reception and admin staff to promote repeat survey to specific age group.</p>	<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. 	<p>Practice Mgr to agenda for a PLT before we issue surveys again ? Aug/Sept 2012.</p>	<p>6m</p>	<p style="text-align: center;">√</p> <p>Poster developed to support and promote distribution.</p> <p style="text-align: center;"></p> <p>Y:\JANET\Enhanced Services\Pt Rep Grou</p>
<p>Engage Pharmacies.</p>	<ul style="list-style-type: none"> ➤ Agenda item for Pharmacy meeting. ➤ Discuss opportunistic 	<p>Practice Mgr to ask Practice Pharmacist to agenda item.</p>	<p>6m</p>	<p style="text-align: center;">√</p>

	ways to target our group with prescriptions etc.			
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 featuring 'young' services and promoting the use of surveys for the target group ➤ 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. 	Practice Mgr to arrange with admin staff on initiation of survey handout	6m	 Y:\JANET\ Newsletters\2012 Ne √  Y:\JANET\ Newsletters\2013 Ne

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

We used the GPAQ survey as a basis for constructing the survey. We reviewed the standard questions (I was helped with this by the School nurses) and amended to fit with the priority determined by the PRG group for a 'young person's survey'. The survey was uploaded to the website and hard copies were given out at the reception desk and at local schools to target the appropriate age range. A total of 56 survey responses were collated between October 2012 – February 2013. Initially it was hoped that enough responses would be received by the end of term (Christmas), however I extended the time to maximise take-up as it was apparent that the 'target group' were difficult to engage with. 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 Friday 15.2.13 to gain views and feedback from the Group.

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 patient group members (old and new),

We are contacting you to ask for your help in reviewing the results of the recent survey conducted at Westcroft House.

Those of you who are 'established' members will recall that we decided together (following last years survey) to concentrate on a specific target group of young people (11 – <18 year olds) to gain their views of the service we provide at Westcroft House. Over the past few months we have targeted this group of patients in an effort to find out what they think of our service provision at the Surgery.

A total of 56 responses were received via the website, reception desk at the Surgery and by the local School Nurses. It quickly became apparent that the age group (11 - <18 year olds) are quite difficult to engage with. Whilst many were happy to complete the 'survey' offered they did not volunteer many comments or suggestions to shape their view (and our action plan) of the surgery. Whilst every effort was made to target the aforementioned age group, the website survey was available for all patients regardless of age to complete, if they so wished. Of the 56 replies, 20 patients were not within the age group 11 - <18, subsequently, we have to be cautious when interpreting the results. We have added surgery comments to the attached report of the results but we would be happy to hear your comments and suggestions, if you have any.

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 and the proposal for next years survey.

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 1st March 2013.

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

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

Respondents from the PRG agreed with the action plan proposal. There were some positive comments made to support the plan, for example

- 'seems ok to me' & 'I agree to the draft proposal and action plan'.
- Involving the 'school nurses' was seen as a positive step and supported by the PRG as a strengthened communication route for Young People.
- A newsletter informing patients about the role and responsibility of the Advanced Nurse Practitioner was seen as a good idea and also supported by the PRG.
- Future surveys should consider opportunity to 'comment' (*the survey did provide this but was rarely taken up*).

- Separating the ‘target group’ responses from the other respondents was not a viable option due to the limitations of the survey. Therefore we need to exercise caution with the interpretation.
- Do patients understand how ‘morning surgery’ operates? This was a perceptive comment which we could further explore by promoting via the ‘newsletter’.

The following action plan was therefore agreed.

Action plan – proposal.

We have reviewed the responses from the young person’s survey – ‘visiting my doctor’. We are generally pleased that the responses are consistently good concerning ‘contacting the surgery’ and the ‘service which respondents received during consultations’ with the Primary Health care Team (Doctors and Nurses).

OBSERVATION	ACTION – recommendations	BY WHOM
<ul style="list-style-type: none"> ➤ We were encouraged by the positive responses regarding being given enough time, listened to, explaining tests & treatments, being involved in decisions about care, being treated with care and concern and having confidence in the Health Care Professional. 	<ul style="list-style-type: none"> ➤ Feedback to members of the PHCT. Agenda item for nxt PHCT mtg. ➤ The balance of results is generally good regarding consultations with GP’s and nurses. 	<ul style="list-style-type: none"> ➤ JT
<ul style="list-style-type: none"> ➤ The free text comments which were made by the young people on the Survey were generally encouraging and did not give any indication that any changes were needed. Of note 	<ul style="list-style-type: none"> ➤ Specifically consider young people who attend with a family member and raise the question of consulting ‘alone’ with the young 	<ul style="list-style-type: none"> ➤ Primary HealthCare Team.

<p>only is the single observation regarding 'solo consultation'. Overall we generally take this as a very positive indicator that the Surgery is meeting the needs of the young people surveyed.</p>	<p>person.</p>	
<p>➤ We do feel that we have strengthened the links with local schools by enlisting the help of school nurses and we intend to build upon this to establish a firm route of communication. Our joint working has consolidated links and opened up means and methods of communication.</p>	<p>➤ Regular agenda item on PHCT meetings for School Nurses to come in and discuss any concerns.</p>	<p>➤ JT/school nurses.</p>
<p>➤ Communication will be maintained via e mail and regular Primary Health Care Meetings at Westcroft House Surgery.</p>	<p>➤ Ad hoc promotion of contact using 'secure' e mail or telephone. Practice Manager is happy to receive any correspondence relating to young people and report/feedback to GP's and Nurses in between</p>	<p>➤ JT/ School nurses</p>

	meetings.	
<ul style="list-style-type: none"> ➤ Feedback from the school nurses supports our findings that the target group of 11 - <18 year olds are difficult to engage. However, the nurses feel that the 'survey' was a useful tool to open up communication with this age group and confirm with them that Westcroft supports and cares for their well being. 	<ul style="list-style-type: none"> ➤ School nurses feel that the survey has raised awareness for young people of our 'Practice profile' and the services we offer. 	<ul style="list-style-type: none"> ➤ Continued support and engagement by School nurses.
<ul style="list-style-type: none"> ➤ The nurses feel that the young people they come into contact with are happy to attend the Surgery and do not feel that there are any barriers to attendance. It was felt that they were happy to be asked to take part and were happy to be recognised in this way. 	<ul style="list-style-type: none"> ➤ School nurses are instrumental in providing guidance and support to young people. There is a desire to provide a culture of openness and liaison (without barriers) throughout the Practice. 	<ul style="list-style-type: none"> ➤ Practice promotion generally by Primary Health Care Team.
<ul style="list-style-type: none"> ➤ Westcroft House feel that this was a positive experience for the Surgery and the young people who took part. 	<ul style="list-style-type: none"> ➤ Lessons learned – as above. 	<ul style="list-style-type: none"> ➤ PHCT
<ul style="list-style-type: none"> ➤ Amended following 	<ul style="list-style-type: none"> ➤ Perceptive comment 	<ul style="list-style-type: none"> ➤ Newsletter inclusion to

<p>responses from PRG. Do patients know how 'morning surgery' operates?</p>	<p>made from a group member. Suggestion to include in a future newsletter – agreed.</p>	<p>inform patients of process and apt availability during morning surgery ➤ (JT to action)</p>
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Since the completion of this survey the Practice has introduced an Advanced Nurse Practitioner to compliment the Primary Health Care Team with the aim of improving access for our patients. She is available on three mornings a week during 'open surgery' and she has 'pre-bookable' appointments also. She works similarly to a GP and is able to diagnose and treat a wide range of health problems. We would like to promote this new service.

Our suggestion for next year's survey (with your approval) would be to produce a questionnaire around access and availability for the Advanced Nurse Practitioner. **We would be grateful if you could support us in this proposal**

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

- **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.