

Trinity Riverside Practice Y00915

Patient Participation Direct Enhanced Service 2011/2013

Practice evidence

Step 1: Develop a Patient Reference Group

The practice set up a patient involvement group and the first meeting was held on 23rd August 2011. The practice took the following steps to recruit members for the group:

- Prominent display in reception with information about the group and how to join.
- Leaflets in reception area.
- Newly registered patients are approached at point of registration.
- Advert on LED screen which is displayed in the main reception at Flagg Court.
- Newsletter to promote the group.

At the moment our group consists of 6 patients with the aim to increase numbers. We have 3 male and 3 female. The age range of the group is 50-86 years of age. We have 1 disabled member. 2 members are in employment and 3 members are retired. We have tried to encourage ethnic minority patients to join but have had no response. We have also tried to encourage younger patients but again have had no response.

The group is joined by 1 GP, 2 managers and 1 health care worker.

The group meets every 3 months and is chaired by the manager at the moment, but once the group becomes established may be chaired by a member.

Agendas are set and minutes are taken and circulated.

Step 2: Agree areas of priority with the Patient Reference Group

At our first meeting on 23rd August 2011 areas of priority were discussed. It was agreed to prioritise the following:

- Quarterly surveys on four different areas in the practice
- National survey issues
- Patient issues (Minutes to support this)
- Care Quality Commission related issues (A&E attendances and admissions)

At our future meetings we will discuss:

- Practice priorities and issues including themes from complaints
- Planned practice changes

Step 3: Collate patient views through the use of survey

At our first meeting it was agreed to carry out quarterly surveys on areas decided by the group. Discussion took place on how to carry out the surveys to get a good cross section of the practice population. It was agreed the first survey to be done in surgery after patients have been in to see the GP. The second survey would also be carried out in surgery. Two practice surveys have been carried out. At our next meeting in January 2012 survey results will be reviewed.

Step4: Provide PRG with opportunity to discuss survey finding and reach agreement with the PRG on changes to services

Following previous meetings the group agreed four patient surveys to be carried out over the year. At our second meeting on 17th January 2012 survey results were discussed. The first survey was a survey of 50 patients experience after seeing the GP. Hazel handed out the survey results. Overall the results were very good. All 50 patients were very satisfied with the surgery. No action to be taken.

The second survey agreed at the meetings was going to be regarding experience with practice nurse, but since Lynne had decided to retire it was decided to change the survey as any outcomes wouldn't be implemented due to change in nursing staff. Therefore the second survey was carried out regarding practice opening hours. Hazel handed out the results of this survey. 60 patients completed the survey, 98.33% of patients were very satisfied or fairly satisfied with opening hours. Only 1 patient was neither satisfied nor dissatisfied. Four patients would like the surgery to open on Sundays and four patients would like the surgery to open after 7pm. No action could be taken on either of these as the health centre doesn't open at these times.

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

After discussion with the group, it was agreed that at this moment in time no action plan needs to be taken on implementing changes. The group agreed to continue as planned, a third survey and discuss at the next meeting. Action plans will be discussed and implemented if necessary.

Our opening times are:

Monday	8.00 -7.00
Tuesday	8.00 – 7.00
Wednesday	8.00 – 7.00
Thursday	8.00 – 7.00
Friday	8.00 -6.30
Saturday	9.00 – 12.00

Step 6: Publicise actions taken and subsequent achievement

No actions publicised following two survey discussions. The group agreed to continue with quarterly surveys. Each survey will be discussed at every meeting with actions planned and implemented if and when necessary.