

Dr K K Abraham & Dr J Joseph, Felmores Medical Centre, Basildon SS13 1PN

Patient Participation (PP) Directed Enhanced Service (DES) 2013/14 – Submission Guide

In order to assist in the validation of achievement of the PP DES, it is suggested that practices ensure that the following components are contained within their Local Patient Participation report uploaded to their website. This submission guide has been developed in line with the national DES directions, Statement of Financial Entitlements and BMA Guidance.

Payment will be made to the practice by NHS England and will be based on the content of the report published by the practice on its website. The report must be completed and published on the practice's website by no later than 31 March 2014. **No payment** will be made to a practice under the terms of this DES if the report is not published on the website by 31 March 2014. Posting to the website by or before Monday 31st March 2014 is the responsibility of the practice.

Please **do not** just complete this guide and upload it as your submission, as it will not be accepted by NHS England as your Local Patient Participation report and will result in the practice not qualifying for payment under the terms of the DES. It is suggested that if you were to include, within your Local Patient Participation report, all of the data outlined within this guide, this should assist practices in the achievement of all components of the DES.

Component 1 – Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a Patient Reference Group

Within your Local Patient Participation report, it would be beneficial to include:

- List size as at 1st April 2013 excluding all patients 15 and under: 3686
- Members of your Patient Reference Group: 22

AGE	No. of members	No. of patients in this age group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
16 – 24 years old	0	655	0	0	0
25 – 34 years old	3	775	0.39	1	2
35 – 44 years old	3	709	0.42	0	4
45 – 54 years old	6	616	0.97	1	4
55 – 64 years old	7	462	1.52	2	5
65 and over	3	529	0.57	3	0
Total	22	3841	0.57	7	15

You can work out the percentage represented at PRG by undertaking the following calculation:

No. of members divided by No. of patients in this age group on your list = percentage represented at PRG

GENDER	No. of members	No. of patients on your list aged 16 and over	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
Females	8	1877	0.48	1	7
Males	14	1809	0.72	6	8

ETHNICITY	No. of members	No. of patients in this group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
White					
British	19				
Any other White background					

Mixed					
White & Black Caribbean					
White & Black African					
White & Asian					
Any other Mixed background					

Asian or Asian British					
Indian	2				
Pakistani					
Bangladeshi					
Any other Asian background					

Black or Black British					
Caribbean					
African	1				
Any other Black background					

Chinese or other Ethnic Group					
Chinese					
Any other					

OTHER GROUPS	No. of members	No. of patients in this group on your list	% represented at PRG	No. of members engaged Face to Face i.e. meetings	No. of members engaged with remotely e.g. by letter, telephone, email
Care & Residential Homes	1			1	
Carers					
Learning Disabilities					
Long Term Conditions	13			5	

It has been a real challenge to recruit members for PPG. We have tried various avenues. Doctors personally inform patients. Practice Manager contracts over the phone. Receptionists and Nurses ask patients opportunistically. Displayed in the waiting area. We have also advertised in our practice website. We are in the process of updating our waiting room TV screens with the information of PPG.

Which of the following methods were used to recruit to the Patient Reference Group?

<input type="checkbox"/>	Y	Mailshot to patients by Text message	<input type="checkbox"/>	Y	Posters in waiting/consulting room
<input type="checkbox"/>	Y	Discussed when patient attended surgery	<input type="checkbox"/>	Y	Leaflets distributed in Practice
<input type="checkbox"/>	Y	Discussed with patient by telephone	<input type="checkbox"/>	Y	Email to patients
<input type="checkbox"/>	Y	Via the Practice Website	<input type="checkbox"/>	Y	Waiting area TV screen display (In the process)

This list is not exhaustive and is provided as ideas for possible routes for engagement.

Component 2 – Agree areas of priority with the Patient Reference Group

Within your Local Patient Participation report, it would be beneficial to include:

- How the practice sought the views of patients' as to their key priorities which were then used to develop the practice survey? Did you....

- | | | |
|--------------------------|---|---|
| <input type="checkbox"/> | Y | Ask patients who attended the practice |
| <input type="checkbox"/> | Y | Email patients/members of the Patient Reference Group |
| <input type="checkbox"/> | Y | Ask for priorities via the practice website |

This list is not exhaustive and is provided as ideas for possible routes for engagement.

It would be useful when including this information in your Local Patient Participation report that you:

- Give an indication of how many patients were asked about key priorities?
- How many actually responded/provided a view?
- How these views were agreed by the Patient Reference Group? You may wish to attach to your Local Patient Participation report copies of minutes taken at meetings where the priorities were discussed. (Minutes and Patient Survey report attached)

Component 3 – Collate patient views through the use of a Survey

Within your Local Patient Participation report, it would be beneficial to include:

- What method was used to conduct your Survey

<input type="checkbox"/>
Y

PCC Tool

Paper Questionnaire

<input type="checkbox"/>
Y

Survey Monkey

Website

This list is not exhaustive and is provided as ideas for possible routes for engagement. In addition, it would be good practice to make your survey available to patients through a variety of routes and therefore more than one delivery method would be recommended.

- When your survey was issued: We discussed in the PPG meeting on 19-2-2014. (Minutes attached)
- How long patients were given to respond to the survey –: Survey was conducted for 2 ½ weeks starting from 24th February 2014. It was given out at the surgery waiting area as patients arrived and questionnaires were collected as they left the practice. Survey was made available on the Surgery Website as well.
- A copy of the survey is Attached
- Identify how many copies of the survey were distributed – if made available via a survey tool or website, please consider that not all patients may have access via this delivery route: 250 paper questionnaires were distributed. Survey was made available via Surgery Website.
- How many were returned - Total of 228 were returned including 10 completed via Website (91.2%).
- How the survey returns were collated and analysed: Paper questionnaires were also fed into the computer. It was collated and analysed by the website.
- A summary of the findings - Survey Report and pie chart attached

Please note that the findings identified within the Local Patient Participation report should relate to the survey undertaken for the current financial year and cannot be drawn from previous surveys undertaken.

Component 4 – Provide the Patient Reference Group with an opportunity to discuss survey findings and reach agreement on changes to services

Within your Local Patient Participation report, it would be beneficial to include:

- When the findings were discussed by the Patient Reference Group – including minutes of the meeting if possible: Minutes of the meeting attached
- What changes in the provision/delivery of services were agreed:
In the Patient Group Meeting on 18-3-2014 members all agreed the following:
- More robust advertising on the waiting area with brightly coloured Poster.
- Utilise the Waiting area TV screen to run a power point presentation on the loop.
- Send one off text message informing about the Online service of booking appointments and requesting Repeat medication request. Also inform patients about the Patient Participation Group and Out of Hour service.
- Add the message to the counterfoil of the repeat prescription.
- Out of Hour Service - advertise in the waiting area, display in the TV screen, and Surgery Website and Choice Website.
- Changes were agreed and NHS England will be informed. Survey results, Report, Minutes of the meetings etc will be sent to NHS England by 31-3-2014

Component 5 – Agree action plan with the Patient Reference Group and seek Patient Reference Group agreement to implementing changes

Within your Local Patient Participation report, it would be beneficial to include:

- Practice consulted with the Patient Reference Group to agree the plan – After completing and analysing the survey, a meeting was arranged. One of the doctors presented the result and the findings were discussed. Agreed the action plan – Minutes Attached
- A copy of the action plan and it is recommended that this includes a number of actions, timeframes for achievement, lead person responsible for delivery and dates for regular review Action Plan attached
- If there were any aspects that were not agreed and if so, what were they and what were the reasons for not reaching agreement
- Whether there are any contractual considerations to the agreed action plan and if so, have they been agreed by NHS England
-

Component 6 – Publicise actions taken and subsequent achievement

The Local Patient Participation report is to be uploaded onto the practice website by no later than 31st March, with an electronic copy supplied to NHS England. When sending your Local Patient Participation report to NHS England, please include your practice website details in order to ensure easy verification that your report has been uploaded. If there is any supporting documentation that you wish to submit alongside your report, that you do not feel is suitable for uploading to your website, then please ensure that this is sent with the electronic copy of your report to the email address stated below.

Please ensure your Local Patient Participation report is only sent electronically to NHS England to ensure a clear audit trail is evident regarding delivery, as paper submissions will not provide you with validation of when the report was submitted and received by NHS England. Your report should be sent to england.essexatclaims@nhs.net

The report should also include details of:

- the opening hours of the practice premises and the method of obtaining access to services throughout the core hours;

- **SURGERY OPENING TIMES**

- **Felmores Surgery**

- Monday 8.30 to 18.30

- Tuesday 8.30 to 18.30

- Wednesday 8.30 to 18.30

- Thursday 8.30 to 13.00

- Friday 8.30 to 18.30

- **Long Riding Surgery**

- Monday 9.00 to 18.30

- Tuesday 9.00 to 18.30

- Wednesday 9.00 to 18.30

- Thursday 8.30 to 1.00

- Friday 9.00 to 18.30

Any extended hours, where the contractor has entered into arrangements under an extended hours access scheme – detailing the times at which individual healthcare professionals are accessible to registered patients.

EXTENDED OPENING TIMES

Felmores 18.30 – 19.15

Felmores 18.30 – 19.15

Long Riding 18.30 – 19.15













Long Riding 18.30 – 19.15

You may also wish to inform the following, that your report has been uploaded:

- Patient Reference Group members: Members have been informed via email by 31-3-2014
- those who answered the survey: Displayed in the practice waiting area by 31-3-2014
- the wider practice population: It will be published in the surgery website and Choice website by 31-3-2014
- clinical commissioning group will be informed by 31-3-2014
- local Health Watch will be informed by 31-3-2014

Practice website: www.felmoresmedicalcentre.co.uk or www.longridingsurgery.co.uk

Enclosure

PPG network meeting minutes 23-07-2013	 01. Minutes of the Meeting 2013-07-23.doc
Partnership BIC Minutes 04-02-2014	 02. Minutes of the Meeting 2014-02-04.doc
Your NHS Presentation 04-02-2014	 03. Presentation Your local NHS 2014-04-02.pptx
Patient Group meeting Minutes 19-02-2014	 04. Minutes of the Meeting 2014-02-19.doc
Patient Survey Questionnaire 19-2-2014	 05. 2013-14 Patient Questionnaire 2013-14.doc
Patient Group meeting Minutes 18-3-2014	 06. Minutes of the Meeting 2014-03-18.doc
Patient Survey Result	 07. Survey Result 2013-14.docx
Patient Survey Report 18-3.2014	 08. Patient Survey Report 2013-14.docx
Waiting area TV Presentation	 09. Waiting room TV Presentation.pptx
Action Log 18-3-2014	 10. Action Log-PPG 2014-03-18.docx
Partnership BIC meeting minutes 25-3-2014	 11. Agenda of the Meeting 2014-03-25.doc
2013-14 PPG (DES) End Of Year Report	 12. PPG Year End Report 2013-14.doc