

2013/14 Patient Participation Local Participation Report

Practice Details

Practice	The Dicconson Group Practice
Completed By	Gail Harrison

Patient Reference Group (PRG) Profile

Number of face to face members	8	
Number of virtual members	Currently Under Review	
Age & Sex breakdown	Male	Female
Under 16 -		
17 – 24 -		
25 – 34 -		
35 – 44 -		
45 – 54 -		
55 – 64 -	1	2
65 – 74 -	2	3
75 and over -		
Ethnicity		
White	3	5
Mixed		
Asian / Asian British		
Black / Black British		
Chinese / Chinese British		

Other ethnic group		
Employment Status		
Employed		
Unemployed		
Retired	3	5
<i>Other (e.g. no of carers)</i>		
What the practice did to ensure that the PRG is representative of the practice registered patients		
<p>Our PPG has been set up for almost 3 years. When we sent out our initial letters of invite to patients to express and interest in becoming a member, we experienced a poor response. Due to the poor uptake we asked patients who had responded to join the group; the number of members currently is static. We continue to advertise our group and invite patients to express an interest in becoming a member.</p> <p>We have a growing virtual group that includes a younger/ wider range of member status. This group of patients allows us to email a wider section of patients in order to carry out ad hoc surveys etc.</p> <p>Our group members are involved with other groups and are pro active in their involvement.</p>		
Groups that are not represented on the PRG and what the practice did to attempt to engage those groups		
<p>We are constantly raising the profile of the group – there is a dedicated notice board and the group have produced a PPG Information Leaflet for our patients.</p> <p>During the flu campaign/clinics we had a PPG group stand and members of the group were on hand to discuss with patients what the PPG entailed and gathered comments which were then discussed with the practice.</p>		

2013/14 Priorities

How we identified and agreed with the PRG priorities for 2013/14 to be included in a local practice survey
It was agreed to follow the National GP Survey format as it covered most areas the PPG and the Practice were interested in.
What these priorities were
Access Premises

2013/14 Local Practice Survey

How we agreed with the PRG the content of the local practice survey
Discussion at monthly meetings and review of available surveys. Discussion with other PPG groups / committees Feedback from previous year.
How we agreed with the PRG the way in which the survey would be conducted
We distributed 450 copies to patients over a period of 4 months. The surveys were divided for each GP, and we asked patients who presented at the reception desk to take a survey and complete.
Other methods used to seek the views of registered patients
We have a suggestions/comments box in Reception. Online comments form. All suggestions and comments are discussed at Practice and PPG level where appropriate.

2013/14 Local Practice Survey Result

An overview of the results of the local practice survey is detailed below



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How we provided the PRG with the opportunity to discuss the findings of the local practice survey

Discussions were held during the period of data collection which allowed the practice and the PPG to discuss options available to improve access for patients for e.g. automated booking system / self check in.

The practice emailed the PRG the results of the survey and discussions take place at the monthly meetings attended by the representatives from the practice – this is usually the practice manager and a nominated GP.

The Practice Manager liaises with the group via email and they have the opportunity to meet face to face with her or The Deputy Practice Manager, a GP is available if/when appropriate.

How we agreed an action plan with the PRG based on the findings of the local patient survey


The practice manager and PPG group work closely together and have been able to discuss the action plans face to face and via email – most of the members attend locality and borough wide meetings and are fully aware of the challenges primary care is facing during this period of NHS reforms.

The group are happy to support the new call system – this was initiated via the group as they felt the current system was inadequate to meet the needs of the practice in terms of information at a practice, local and national levels. It is hoped the system which includes TV screens will promote the services we offer, inform patients re access more involvement with the patient group

Areas which were highlighted from the findings of the local practice survey where we were unable to take any action and why

The Practice had PPG have been working together on the issues raised via the survey and from comments received outside of this collection period.
E.g car parking was raised before the results were published and this has been escalated formally to the building managers on behalf of the PPG group. We are not able to make any changes to this as it is out of the control of the practice.

2013/14 Action Plan

2013/14 Action Plan (and how this relates to the findings of the local practice survey)
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Significant changes we have made / plan to make to the services the practice provides
Telephones – Implementation of Queuing system. Reception Desk – Review of staff cover to ensure extra cover at busy/peak times Pharmacy Collections – As above Car Parking – On going negotiations with the LIFT company.
How we publicised the local patient survey results and action plan to our registered patients
Hard copies are distributed within both Reception waiting areas. Information displayed on the dedicated PPG notice board. Via our practice website.
Link to practice website where this report and related information can be found
www.thedicconsongrouppracticewigan.co.uk
2012/13 Action Plan – overview of progress against last year’s action plan

Pharmacies - This still appears to be an issue – we need to accept this service is being utilised more – there are some changes planned within the next year regarding electronic prescriptions which may have an impact. The review of the reception staff cover may help.

New GP Practice Partnership – Our new GP Partner has settled well into her role and brings ideas / suggestions of revised ways of working.

Advertising Of The Website – The practice has taken every opportunity to advertise via the use of text messaging, notes on prescriptions, all letters sent out to patients, the jayex board, posters on the notice boards in reception waiting areas, and all telephone calls/face to face contact with patients. Our new patient call system will allow us to promote more

Advertising of The PPG – A designated notice board is located in the main reception area and the PPG produce quarterly newsletters.

Patient Access

Practice Opening Hours

Opening times

	Session 1	Session 2	Session 3
Monday	07.00 - 12:30	13:30 - 18:30	
Tuesday	07.00 - 12:30	13:30 - 18:30	
Wednesday	08:15 - 13:00		
Thursday	08:15 - 12:30	13:30 - 18:30	
Friday	08:15 - 12:30	13:30 - 18:30	
Saturday	Closed		
Sunday	Closed		
Sunday	Closed		

How to access services throughout core hours i.e 8.00am – 6.30pm Monday to Friday

Patients can access services throughout core hours - Via telephone, face to face and through the practice website.

Extended Hours

The Practice offers extended hours Monday and Tuesdays 7.00am – 8.00am. Also ad hoc sessions on other days are offered if demand exceeds capacity.

