

**Patient Participation Directed Enhanced Service
2012/13 Report
Year 2**

Practice Details

Practice Name	The Dicconson Group Practice
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Component One – Develop a Patient Reference Group

Patient Reference Group profile - <i>This section only requires completion if a PRG was not established in Year 1 or a patient participation report was not submitted in Year 1 (2011-12)</i>		
Show how the practice demonstrates that the PRG is representative of the practice population by providing information on the PRG profile		
Number of Face to Face Members	8	
Number of virtual members	36 – to be validated	
Age & Sex breakdown	Male	Female
Under 16 -		
17 – 24 -		
25 – 34 -		

35 – 44 -		
45 – 54 -		
55 – 64 -	1	3
65 – 74 -	2	2
75 – 84 -		
Over 84 -		
Ethnicity		
White	3	5
Mixed		
Asian or Asian British		
Black or Black British		
Chinese or other ethnic group		
Other (e.g. no of carers/ no of unemployed/retired etc)		
Differences between the practice population and members of the PRG		
<p>Please describe variations between the practice population profile and the PRG profile</p> <p>We are aware we do not have a cross section of the age range of our patient population.</p>		

If there is a variation what did the practice do to ensure that every effort was made to get a representative number of patients on the group?

Initially we invited representatives from specific groups but unfortunately this was not successful.

We continue to advertise our group and invite patients to express an interest in joining. We have set up a virtual group, which does have a wider patient demographic, however, this needs to be reviewed in the next 12 months.

Our PRG group members are involved with other groups – it is hoped we will be able to utilise the skills and knowledge gained to capture views from our practice population

Changes to PRG Membership

Describe any changes to your PRG membership in Year 2 i.e. have any members left the group / have any new members been recruited?

N/ A

Component Two – Agree with the PRG which issues are a priority and include these in a local practice survey

Priorities

Please describe how the PRG agreed what the priorities were for this year e.g. areas to be included in the local practice survey

The PRG has been developing its own Action Plan identifying a number of key actions. These were considered when discussing the potential questions for the patient survey and included:

Appointments system
Telephone booking arrangements
Helpfulness and satisfaction with reception staff
Awareness of the PRG and its role

Component Three – Collate patient views through the use of a survey

Patient Survey

Describe how the questions were drawn up for the survey

PRG worked with the Practice Manager to formulate the questions based on existing survey and other example surveys. The draft survey was then discussed by the group independently from the practice and amendments suggested. Further joint meeting with the Practice Manager to discuss and agree final questions for the survey.

How was the survey conducted? (e.g. how many surveys were distributed, how were they distributed, how many were completed)

350 surveys were distributed, 325 surveys were completed. We asked all patients and visitors who presented at the reception desk to take a survey and complete.

What were the survey results? (*attach copy of results*)



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Describe any other methods in which the views of registered patients were sought

We have conducted other surveys throughout the year on specific areas. The practice encourages feedback via the website, each comment is read by the practice manager and if appropriate action is taken and a response is sent back to the patient. We have a comments form within the surgery and the information regarding this process is contained within our practice leaflet.

Our letters to patients include information regarding our PRG and encourage patients to participate

Component Four - Provide the PRG with an opportunity to discuss the survey findings and reach agreement with the PRG on changes to services

Agreed Actions
<p>How did you provide the PRG with the opportunity to comment and discuss the findings of the local practice survey?</p> <p>The practice emailed the PRG chair the results of the survey and the regular monthly meeting was extended to allow for a discussion of the results.</p> <p>A second meeting has been arranged to allow further discussion</p>
<p>Were there any disagreements?</p> <p>No</p>
<p>How were any disagreements resolved?</p>

Component Five – Agree an action plan with the PRG and seek PRG agreement to implementing changes

Action plan

How did you agree the action plan with the PRG?

The practice team had a series of meetings / internal discussions regarding the patient survey and the notes were fed back to the PRG.

The PRG seems happy with the suggestions made by the practice, and understand, that further changes may need to wait until the full impact of the NHS reforms are known to primary care

What did you disagree about?

The practice and PRG did not disagree but there was a discussion regarding the layout of the reception desk. As we are not located within our own building, we are not able to make any structural changes, once this was explained the PRG were satisfied.

Are there any contractual considerations to the agreed actions?

The NHS is currently undergoing a significant reorganisation – as yet we are not fully aware of the impact this will have on primary care. The practice and PRG agreed it would not be appropriate to make significant changes at this stage.

Please include a copy of the agreed action plan including a summary of any further action to be taken



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Component Six – Publicise actions taken and subsequent achievements

Local patient participation report

Describe how the report was publicised and circulated to patients

Copies of the survey and action plan will be published :-

- on our practice website
- hard copies within the waiting room
- inform displayed on the dedicated PRB notice board

Please include a copy of the report

Please provide your website address and a link to where the report is located on the practice website

www.thedicconsongrouppracticewigan.nhs.uk

Opening Hours

Confirm opening times of the practice premises and method of obtaining access during core hours. This should include arrangements under extended hours where applicable.

There is a message on the surgery answer phone directing patients to either a mobile number which is picked up by a member of the practice reception or 111 on a Wednesday afternoon

Surgery Opening Times		
Mon	7.00 am - 12.30pm	- 1.30pm - 6.15 pm
Tue	7.00 am - 12.30pm	- 1.30pm - 6.15pm
Wed	8.15 am - 1.00pm	Closed
Thu	8.15 am - 12.30pm	- 1.30pm - 6.15 pm
Fri	8.15 am - 12.30pm	- 1.30pm - 6.15pm
Sat	Closed	
Sun	Closed	