

### Information checklist for local patient participation report

Practices are required to submit the patient participation report detailed below, please ensure that the report published on the website addresses all of the elements below. Please refer to the Patient Participation DES for information on the weighting of payment for year 2 of the DES.

Please submit an electronic version of this report to [england.bgs-w-primarycare@nhs.net](mailto:england.bgs-w-primarycare@nhs.net) by **Friday 18<sup>th</sup> April 2014**.

If you have any queries, please contact Fiona Davenport – [f.davenport@nhs.net](mailto:f.davenport@nhs.net) / 0113 825 3484

Practice details: Dr. Andrew, Edwards, Hayes & Cleary

Practice code: L84021

**Stage one – validate that the patient group is representative**

Demonstrates that the PRG is representative by providing information on the practice profile:

Practice population profile	PRG profile	Difference
<b>Age</b>		
% 18 – 24 9.5%	% 18 – 24 0%	- 9.5%
% 25 – 34 11.5%	% 25 – 34 10%	-1.5%
% 35 – 44 15.3%	% 35 – 44 10%	-5.3%
% 45 – 54 19.2%	% 45 – 54 30%	+10.8%

Practice population profile	PRG profile	Difference
% 55 – 64 17%	% 55 – 64 20%	+3%
%65 – 74 16.2%	%65 – 74 30%	+13.8%
%75 – 84 8%	%75 – 84 0%	-8%
% Over 85 2.8%	% Over 85 0%	-2.8%
Ethnicity		
White	White	
% British Group -	% British Group -	
% Irish -	% Irish -	
Mixed	Mixed	
% White & Black Caribbean -	% White & Black Caribbean -	
% White & Black African -	% White & Black African -	
% White & Asian -	% White & Asian -	
Asian or Asian British	Asian or Asian British	

Practice population profile	PRG profile	Difference
% Indian -	% Indian -	
% Pakistani -	% Pakistani -	
% Bangladeshi -	% Bangladeshi -	
<b>Black or Black British</b>	<b>Black or Black British</b>	
% Caribbean -	% Caribbean -	
% African -	% African -	
<b>Chinese or other ethnic Group</b>	<b>Chinese or other ethnic Group</b>	
% Chinese -	% Chinese -	
& Any Other -	& Any Other -	
<b>Gender</b>		
% Male 49.3%	% Male 30%	-19.3%
% Female 50.7%	% Female 70%	+19.3%

<p><b>Differences between the practice population and members of the PRG</b></p> <p>The practice should describe any variations between the group and the practice population and the efforts that have made to reach any groups not represented.</p>	<p>General appeals for younger members of the group have not been successful, so we have targeted a number of people. One has agreed, which replaced a younger member who left the area. The demographics are something we are aware of and are actively trying to improve.</p> <p>We have a further 3 members who are part of an email group, one of whom is over 85. We do not routinely record ethnicity and our practice population is overwhelmingly white.</p>
<p><b>Was the group virtual or face-to-face?</b></p>	<p>Face-to-face at present plus a small group of virtual members</p>
<p><b>How many members were there on the PRG?</b></p>	<p>10 in total for the main group - 7 patients plus 3 staff who attend and also have links to the practice via family members . A further 3 patients have offered to be part of the group via email communication</p>

<p><b>Step 2 - Agree areas of priority with the PRG</b></p>	
<p>How were the views of the PRG sought on the priority areas for the survey questions? (</p>	<p>At a face-to-face meeting of the group</p>
<p>What were the priorities identified by the PRG?</p>	<p>Practice organisation with regard to appointments and patient contact</p>
<p>What were the priorities selected by the practice?</p>	<p>How patients access the surgery to make appointments, receive test results and deal with the dispensary</p>
<p>Do the priorities selected match those set out by the PRG?</p>	<p>Yes</p>
<p>If they do not match, why was this decision made?</p>	<p>N/A</p>
<p>What other information was used by the practice to determine priorities?</p>	<p>Discussion with staff to decide the wording of the questions and the specific aspects on which we would like their views</p>

<b>Step 3 - Collate views of patients using survey</b>	
How was the survey conducted?	Written questionnaire
How many questionnaires were sent out to patients?	All patients visiting the surgery for any reason were given a copy. We did not post any questionnaires this year as the survey was relevant to those using the surgery regularly rather than gaining the views of the practice population as a whole. Exact numbers given out are not known.
% of practice population?	Not known
How many questionnaires were returned?	287
% of practice population?	4.8% of the population over 18 years of age
What method(s) has the practice used to enable patients to take part in the survey?	All patients visiting the surgery for any reason were invited to complete the questionnaire
How has the practice collated the results? (E.g. tables, maps, charts, bullet point list)	Spreadsheet to show the answers to all the questions, plus any comments. Demographic information was also collected
What were the results of the survey?	See below

<b>Question</b>	<b>Summary of results</b>
At the moment appointments can be made in person (by telephone or visiting the surgery) or on line. Are you happy with these arrangements	97% are happy with these arrangements. Some patients would like phlebotomy and nurse appointments to be available on-line
Would you use a telephone option that enabled you to make book an appointment by making selections over the phone	50% would consider using this

Would text messages to remind you of your appointment be a good idea	66% thought this a good idea
At the moment repeat prescriptions can be ordered in person (by telephone or visiting the surgery) or on line. Are you happy with these arrangements	93% were happy with these arrangements
Test results can be given out by receptionists between 1 – 2.30pm. Are you happy with these arrangements	88% are happy with these arrangements. 8 patients commented that they would prefer their results to be given by a health profession, even if they are normal
Would you be happy to receive test results via text message?	Only 40% would be happy with this
Do you think a touch screen to book yourself in when you arrive for your appointment is a good idea? And would you use it?	65% thought this was a good idea, and 67% said they would use one. However some patients were concerned about infection control
Any other comments?	There were general concerns about the ability of elderly patients to use technology, and on the quality of mobile phone networks in the area. Several patients commented that our current systems work well, so why do we want to change?

Steps 4 and 5 - Agree an action plan with the PRG and PCT where appropriate	
How has the practice sought the PRG's views on the findings of the survey? (E.g. face-to-face meeting or virtually)	A meeting was held to discuss the survey results
Has the practice produced a clear action plan that relates to the survey results? (Please include a summary below)	Yes

How did the practice consult with the PRG to agree the plan? (E.g. face-to-face meeting or virtually)	Via email
Are there any aspects that were not agreed?	No
Are there any elements that were raised through the survey that have not been agreed as part of the action plan? If so, what were the reasons for this?	Use of touch-screens – cost and capability influenced our decision to hold fire on this at present.
Are there any contractual considerations to proposed changes? If so, have these been agreed with the PCT?	No

<b>Actions planned as a result of the survey</b> (Please put each action on a separate row. More rows can be added if required)
Activate the text message option on SystemOne
Look at the feasibility of offering nurse and phlebotomy appointments on-line

<b>Step 6 - Publicise the results and agreed action plan</b>	
The local patient participation report must be publicised on a website. Please confirm that the report contains:	
A description of the profile of PRG members	Yes
Steps taken to recruit patients and ensure group is representative	Yes
Explanations of why it differs from the practice profile	Yes
How the practice sought the PRG's views of priority areas	Yes
Description of the survey and how it was carried out	Yes
Details of the survey results	Yes
An action plan setting out the proposals arising out of the local practice survey and how	Yes

they can be implemented, including issues that arose in the survey that cannot be addressed and why	
Description of how the practice consulted with the PRG on the action plan	Yes
Practice opening hours and how patients can access services throughout core hours	Yes
Where the practice offers extended opening, the times at which patients can see individual health care professionals.	Yes
What is the URL of the website where the report was published?	<a href="http://www.yorkleyhealthcentre.nhs.uk">www.yorkleyhealthcentre.nhs.uk</a>
How else has the report been advertised and circulated?	No other places