



## The Keats Group Practice

### Patient Participation DES – Local Participation Report Template

#### Document Control

##### A. Confidentiality Notice

This document and the information contained therein is the property of **The Keats Group Practice**. This document contains information that is privileged, confidential or otherwise protected from disclosure. It must not be used by, or its contents reproduced or otherwise copied or disclosed without the prior consent in writing from **The Keats Group Practice**.

##### B. Document Details

<b>Classification:</b>	<b>PATIENT SERVICES</b>
<b>Author and Role:</b>	<b>DONNA JOSEPH</b>
<b>Organisation:</b>	<b>THE KEATS GROUP PRACTICE</b>
<b>Document Reference:</b>	<b>PRG</b>
<b>Current Version Number:</b>	<b>01</b>
<b>Current Document Approved By:</b>	<b>DR J SHELDON</b>
<b>Date Approved:</b>	27 <sup>TH</sup> March 2013

##### C. Document Revision and Approval History

<b>Version</b>	<b>Date</b>	<b>Version Created By:</b>	<b>Version Approved By:</b>	<b>Comments</b>

# The Keats Group Practice Local Patient Participation Report



Date Published: 27<sup>th</sup> March 2013

**A description of the Practice Profile of the members of the Patient Reference Group (PRG):**

**A breakdown of the Practice Age and Sex Register can be found below:-**

Gender	Age Groups	0-4	5-16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+	Total
<b>Male</b>		441	721	190	537	838	596	396	323	161	52	22	<b>4277</b>
<b>Percent</b>		4%	7%	1%	5%	8%	6%	4%	3%	1%	0%	0%	<b>45%</b>
<b>Female</b>		435	741	337	873	1120	627	423	379	220	34	53	<b>5272</b>
<b>Percent</b>		4%	8%	4%	9%	12%	7%	4%	4%	2%	0%	0%	<b>55%</b>

**A breakdown of the Patient Reference Group Age and Sex Register:-**

Male	Female
44%	56%

Age groups	17-24	25-34	35-44	45-54	55-64	65-74	75-84	85-89	90+
	2%	15%	13%	9%	8%	31%	15%	7%	

Ethnicity	White British	White Irish	White & Black Asian	Indian	Other
	39%	4%	2%	2%	12%

**A description of what steps the Practice has taken to ensure that the PRG is representative of its registered patients and where a category of patients is not represented then what steps have been taken by the Practice in an attempt to engage with those patients:**

Further to the creation of a core PRG. Steps were taken to encourage more patients to sign up to the practice virtual patient group. These included the following:

- PRG information leaflet and sign up form provided to all new patients registering with the practice.
- Dedicated web page to PRG which also provided information about the group and sign-up form.
- Posters placed in all communal areas of the practice
- Patients opportunistically informed of PRG with details provided as to how they could sign up.
- PRG volunteers spoke with patients during the practice annual walk-in flu clinics to inform them of the work they were doing and encouraging others to sign up.
- PRG sign up form was added to the back of the patient survey to encourage more patients to sign up.

Since the formation of the core group last year, we are pleased to have welcomed two new members to the PRG core group one of whom was nominated and voted by the group to be deputy chair.

At present, our core Patient Reference Group does not currently represent a cross section of our population. The Practice and the Group are keen to improve this and continue to welcome registration from patients to our virtual patient group. Please refer to our 'Patient Reference Group' section on our website, <http://www.keatsgrouppractice.nhs.uk/ppg.aspx>

We are still currently under-represented by:-

- Working patients
- Patients with young children
- Young people (teenagers)
- Ethnic Minorities

**A description of how the Practice and the PRG determined and reached an agreement on the issues which had propriety within the Local Practice survey:**

A copy of the practice's 2011-12 practice survey questions and results were circulated to the core group members for them to review and use as a basis from which to decide what questions should be included within this year's survey in order to establish whether there were any improvements or changes from last year's (2011-12) survey.

Priority areas agreed in 2011-12 were around Access, Continuity of Care, Satisfaction with Practice, Practice Communication.

## **A description of how the Practice sought to obtain the views of its registered patients**

The Practice and PRG core group compiled a good quality survey of questions, which were linked to the last year's survey results and priority areas. This survey was uploaded to the practice website with copies made for handing out to patients attending the practice in person.

The survey was also emailed to our registered non core PRG members encouraging them to complete the survey online.

The Practice collated results both from our website & surveys completed manually by patients attending the surgery during the period, 12<sup>th</sup> February 2013 – 4<sup>th</sup> March 2013.

## **A description of how the Practice sought to discuss the outcomes of the local survey and the Practice's action plan together**

Following the analysis of the local patient survey – The survey results were printed into a report format and provided to the PRG group within a scheduled meeting of 6<sup>th</sup> March 2013. During this meeting, last year's action plan was reviewed against the results of this year's survey. Suggestions & ideas were sought from the PRG members on our results, with discussions where appropriate. Following this, an update to the action plan was made as follows:-

### **Agreed Actions 2012**

#### **Telephones**

- PRG to provide patients with suggestions as to the best times to call the practice for routine appointments.
- The Practice to review how calls are managed with current staffing resources with view to improve efficiency of call handling during peak demand.
- The Practice to review current supplier contract with input from PRG.

### **Actions implemented during 2012-13**

- Local number was introduced in June 2012 to run alongside our current 0844 number.
- The Practice welcomed two new members of staff to the reception team.

### **Survey results 2013**

- 4% increase seen in patients finding it easier to get through to someone on the phone.

### **Actions to carry forward**

- PRG newsletter to be produced to include details of best times to call the practice for routine appointments.
- Practice telephone supplier changing in April 2013. 0844 number to be dropped, local 0203 will be the main number for the practice.

### **Access**

- Clearer information regarding our late opening. To publicise via our website, phone and in practice.
- Clearer information regarding online appointment booking and repeat prescription requests available to patients.

### **Actions implemented during 2012-13**

- Information regarding late opening and online services updated and amended to provide clearer signage for patients. Information also publicised within PRG leaflet handed to all new patients, patients attending the walk-in flu clinics, displayed on PRG notice board .
- Information about Mary De Kauwe, Nurse Practitioner, publicised via Keats Group Practice website and added to PRG leaflet including testimonial from patients.

### **Survey results 2013**

- No noticeable change in regards to use /awareness of online services and late opening from 2012 results.

### **Actions to carry forward**

- Promotion of online services and opening hours to be included within PRG newsletter
- An automated information message to be added to the new phone system promoting online services and informing of opening hours in particular late opening.
- PRG to further increase patients' awareness of what our Nurse Practitioner, Mary De Kauwe, is able to do and how they can book with her by creating a poster for display within the practice and on website. To also include information within the PRG newsletter.

### **Recruitment to PRG**

- **There are now 59 non core members of the PRG.**

**Copy of this report and our Survey results to be publicised on website and in the practice, copies will be available for patients to take home.**

Survey results can be viewed by clicking on,

<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=137054&v=F83623>

**A description of the opening hours of the Practice premises and the method of obtaining access to services through the core hours:**

The surgery is open from:

8am to 8pm Monday, Tuesdays and Thursdays

8am to 7:30pm Wednesdays

8am to 6:30pm Fridays

The practice is closed daily between 1- 2pm.

Access to services available via phone; online; In person

**A description of any extended opening hours that the Practice has entered into and which health care professional are accessible to registered patients.**

***The Practice opens every***

Mondays, Tuesdays & Thursdays evenings from 6.30pm to 8pm; Wednesdays from 6:30pm to 7:30pm and provides all pre-book able appointments. The healthcare professional available during these sessions is either a GP or Nurse Practitioner.