

Patient Participation Group

Local Patient Participation Report

Practice Guidance

As part of the Patient Participation, Practices must publish a Local Patient Participation Report on their website.

There are certain things this must include and the template below may help you to structure your report and ensure you include the necessary information. For more information regarding the content of the report please read the PPG guidance produced by the DH and available on NHS website.

Report Template

<p>Practice Name: City of Coventry NHS Healthcare Centre</p> <p>Local Patient Participation Report 2015/16</p>
<p>Introduction</p> <p>The City of Coventry NHS HCC is situated in the city part of Coventry. Our registered list size is 5188 patients. Our commitment to patient input is one of our main focuses. Our patient panel group has been in existence since 2012 and the values and suggestions of the group have helped to shape the services we offer to our registered Patients.</p> <p>We value patient comments greatly and welcome all suggestions to improve the service via our comment box located in reception attached to the patient satisfaction forms and FFT.</p>
<p>Step 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 (PRG)</p> <p>Our patient panel group is mainly made up of working patients, and some whose first language is not English have shown an interest in the service provided by the Surgery. We accept that our patient panel group is not representative of all patient demographics and have tried to change this, by seeking more of our younger group. We remain interested in attracting new panel members at all times. Notices are put in the waiting area for the forthcoming practice patient group meetings and any patient who is interested is welcome. All patient feedback has been vital. The surgery understands that a patient panel group that represents all our patient demographics would be ideal, and we try to encourage patients to attend the meetings.</p>
<p>Step 2: Agree areas of priority with the PRG</p>

The priorities of our patient representative group have changed. Areas of focus have previously included understanding patient demographics including age groups of registered patients. Focus this year has included prioritising health checks for 40-74 year old patients, Child Imms and also introducing an Open Surgery which is led by Advanced Nurse Prescribers, who assist with the triaging of emergency on the day bookable appointment.

A central area of focus has been patient feedback as panel members were keen to provide a Forum whereby all patients could easily rate the service they were being given. A new system has been introduced which is called "Friends and Family Test" (FFT) all service users are requested to complete a questionnaire which gives us feedback how the service users rates the service and suggestions, (Language Line is provided for our non-speaking English patients) or this can also be completed via Text if the patient so wishes.

Step 3: Collate patient views through the use of survey

PPG developed a patient survey questionnaire and after agreeing to the format and to best obtain the views of our registered patients. FFT feedback and survey questionnaires were run in conjunction and both were available at the reception.

The questions generated were to ensure that all aspects of the service we provide were covered. Questions included doctor and nurse consultations, how helpful the receptionists were as well as operational issues such as how easy is it to book an appointment.

Patients were sporadically asked to complete the survey. The questionnaire ran for 2 weeks in Feb-16 and we had approximately 105 responses.

Our results were mainly positive, but there is always room for improvement.

Our main target for improvement was access via the telephone. Currently the system in place is that the 1st phone line will ring for 30 seconds, and if that phone is busy, it will bounce to 2nd Phone, and will ring for another 30 seconds, if that line is busy, a voice message will play the following message, " all lines are busy, please call back later". We acknowledge that this is proving difficult for patient access, and we are reviewing the best way forward in improving this for better patient care.

Surveys were filled out by patients attending the urgent drop-in surgeries as well as pre-booked appointments meaning patients were using different parts of our service when asked for their opinions.

Step 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services

The results were shared in the PPG meeting and the action plan discussed and agreed by the panel. A copy of survey findings is put on the notice board and practice web site.

Step 5: Agree action plan with the PRG and seek PRG agreement to implementing

changes				
Record details of the action plan - setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such Findings or proposals should not be implemented. Include who is responsible for the action and when the action will be completed.				
Patient Participation Action Plan				
Survey Finding	Agreed Action	Action by who	Action by when	Date completed
1. Telephone System	This is currently being reviewed, as to the best course of action	Practice Manager	July-16	
Opening Hours				
City of Coventry NHS HCC is open from 8:00-6:30pm (Monday, Wednesday, Thursday and Friday). On a Tuesday the Surgery is open from 8.00-8.30pm				
Patients can book appointments with GP/ Nurses by attending or phoning the surgery. We are currently accepting new registrations.				
Step 6: Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement.				
This report will be available on our practice website and also from the surgery direct. We are trying to gain another notice board for the Patient Participation Group.				