

## **Patient Participation Directed Enhanced Service 2014-15**

### **Local Patient Participation Report**

#### **Practice Guidance**

As part of the Patient Participation DES, 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 PP DES guidance produced by the DH and available on NHS Coventry website.

#### **Report Template**

<p><b>Practice Name: City Of Coventry Healthcare Centre</b></p> <p><b>Local Patient Participation Report 2014/15</b></p>
<p><b>Introduction</b></p> <p>City of Coventry healthcare centre is located on Stoney Stanton Road Coventry. Our registered list size currently Stands at approximately 5200. Our commitment to patient input is one of our main focuses.</p> <p>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. This allows patients to score the service from 1-5 and also facilitates any suggestions or comments.</p>
<p><b>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)</b></p> <p>Our patient panel group is mainly made up of patients who have shown care and Interest in the service provided by the Surgery. Our panel members have also included Patients that work / Study, although the surgery understands that some panel members are not able to attend all meetings due to home, study or work commitments. We accept that our patient panel group is not representative of all patient demographics and have tried to change this. We remain interested in attracting new panel members at all times. In the last year we have welcomed a new member to the panel team. Notices are put in the waiting</p>

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. For example, we sometimes do the PPG meeting in late afternoon so patients who are working can also attend.

### **Step 2: Agree areas of priority with the PRG**

The priorities of our patient representative group have changed during the 3 years of its existence. 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, Improved access to service, On the day bookable appointments, telephone triage, child immunisation, cervical smear, improving DNA rate and ensuring the surgery continues to provide a wide range of services.

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. This brought about the introduction Friends and family test (FFT) which replaced our suggestion box which has proven popular. The question on the FFT test is asked and then you score between extremely likely to Extremely unlikely.

### **Step 3: Collate patient views through the use of survey**

The survey questionnaire was tabled and discussed in the PPG meeting all members were asked for their input and recommendations and once agreed then it was approved for survey. This survey questionnaire was run in addition to our daily feedback FFT which rates patient experience and questionnaires were placed at main 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 whilst attending in cases where patients first language was not English they were requested to take it away with them and ask friends and family to help them to complete them. The questionnaire ran for 2 weeks (23<sup>rd</sup> Feb till 8<sup>th</sup> March) and we had 80 responses.

Our results were mainly positive, with all patients agreeing that the Doctors and nurses listened to what they had to say and also that they were treated with respect and dignity during consultations. The results also demonstrated that patients found the reception staff very helpful and were generally very likely to recommend the service to a friend.

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 and discussed the in PPG meeting on 17<sup>th</sup> March. A copy of survey findings will be put on the notice board.

**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. Demand for more on the day bookable appointments.	Review the current appointment book.	Practice Manager	April-15	
2. Telephone system busy	Two staff members were dedicated to answer incoming calls. The service phone has multiple lines so more than two people can call at the same time. The system was put in place that the 1st phone will ring for 30 seconds and in case that is not answered (either busy or dealing with someone at reception) then it will bounce to 2nd phone and will ring for another 30 seconds and in case it is not answered (busy phone) then a voice message is played that the phones are busy please dial after some time	Practice manager	June-15	

## Opening Hours

City of Coventry healthcare centre is open from 08:00-10:30pm (Monday- Sunday).  
Patients can book appointments with GP/ Nurses by attending or ring on 0300 200 0060.  
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 directly. We are also planning a patient panel group notice board in reception over the next month which will include our last panel agenda and minutes including the dates of the next meetings and any current topics that patients can comment on.