

Patient Participation DES

End of year report 13/14

Website Report

Component 6 of the Patient Participation DES specification states that practices must publicise a Local Patient Participation Report on their website and as a minimum the report should include information relating to several areas which are listed below for you. All components should be completed in as much detail as possible.

- | | |
|---------------|--|
| Requirement 1 | Provide a description of the profile of the members of the PRG |
| Requirement 2 | The steps taken by the Contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category |
| Requirement 3 | Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey |
| Requirement 4 | The manner in which the contractor sought to obtain the views of its registered patients |
| Requirement 5 | Details of the steps taken by the Contractor to provide an opportunity for the PRG to discuss the contents of the action plan |
| Requirement 6 | 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 |
| Requirement 7 | A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey |
| Requirement 8 | Details of the action which the Contractor <ul style="list-style-type: none">• And, if relevant, NHS England (or other appropriate organisation where such functions may have been delegated), intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey; and• Where it has participated in the DES for a year (1st April – 31st March), or any part thereof, ending 31st March 2013, has taken on issues and priorities as set out in the Local Patient Participation Report |
| Requirement 9 | The opening hours of the practice premises and the method of obtaining access to services throughout core hours |

Requirement 10 Where the contractor has entered into arrangements under an extended hours scheme, the times at which individual healthcare professionals are accessible to registered patients

This report must be made available to the Area Team on request

Component 1 Please answer all bullet points, giving full details

- Please provide a demographic/ethnicity description of the profile of the members of the PRG

11 male, 14 female, all British, 24 White British.

2 in 30's both Female
 2 in 50's 1 Male, 1 Female
 7 in 60's 2 Male, 5 Female
 12 in 70's 7 Male, 5 Female
 2 in 80's 1 Male, 1 Female

- What is the demographic/ethnicity profile of your registered patients?

Bangladeshi	0.02
Black - other, mixed	0.16
Black African	0.49
Black British	0.09
Black Caribbean	0.16
Chinese	0.09
Ethnic group not given - patient refused	0.84
Ethnic group not recorded	5.79
Ethnic groups (census)	0.12
Indian	0.19
Irish traveler	0.02
Other African countries (NMO)	0.02
Other ethnic group	0.49
Other European (NMO)	0.19
Other white British ethnic group	0.38
Other white ethnic group	1.17
Pakistani	0.05
Turkish (NMO)	0.07
Vietnamese	0.02
White	1.10
White British	88.23
White Irish	0.28

- Is the PRG profile similar to the registered patient profile?

YES

- If No, then what actions have the practice taken to recruit a group that reflects the profile of the practice? Please list everything the practice has done to recruit a PRG which reflects the profile of the patients.

We advertised for members of our PRG by placing posters in the following locations:

- The practice
- Morrisons Larkfield
- Tescos in West Malling and Lunsford Park
- Sainsburys, Aylesford
- Larkfield Library
- Paydens chemist Larkfield
- Larkfield Leisure Centre
- Mallings Technical College
- Leybourne and Ditton Parish Council

Other ways this was advertised:

- Practice web site
- We contacted patients that had previously expressed an interest in taking part in PRG's.
- Word of mouth

- Are all members of the PRG (including committee members) registered patients of the practice?

YES

- What steps has the practice taken to recruit members to its PRG? Please list all forms of communication the practice has used?

See above

- How many members do you have in your PRG?

Actual – 25

Virtual - 25

- What is the Committee structure of your PRG?

Everybody has an equal say.

Component 2 Please answer all bullet points giving full details

- What were the patient's priorities and issues that were identified by the PRG?
- Out of Hours Care
- Blood tests
- Online Services

- What were the practice priorities and issues including themes from complaints?
- Out of Hours Care
- Practice Procedures
- Online Services

- What are / were the planned practice changes?

Section 1 – Out of hours care

- Publicise and promote our core opening hours in more accessible ways.
- Publicise and promote NHS 111 further.
 - Local pharmacies
 - Supermarkets
 - On repeat prescription paper
 - Better signage at the practice
- Give a copy of our patient feedback to NHS 111 including patient's views that have used their services. This will hopefully lead to further promotion and improvement of their own services.

Section 2 – Practice Procedures

- Produce additional information on services as suggested in question 13.
- Update the list of practice procedures and publish these in a dedicated section on the practice website.
- Practice leaflets are only given to new patients so we need to encourage patients to refer to the practice web site to look up how practice procedures work.
- It would not be possible to produce booklets and distribute to each household as some patients suggested. There would be a high cost (around 8000 households) and procedures change so quickly that booklets are soon out of date.
- Simple procedures can be detailed on the TV in the waiting room.
- Encouraging patients to use the web site should hopefully reduce the amount of telephone calls to the practice.
- We hope to develop a text message \ SMS service to patients where we can promote the use of the web site and distribute certain information.

Section 3 – Online Services

- Implement online appointment booking with GPs.
- Due to limitations of the software and the fact that Thornhills run a personal GP list system, patients would only be able to book appointments online with their usual GP.
- It would not be possible to book Nurse \ HCA appointments online because there are so many different types of nurse appointments that have different time slots and some are run

in specific clinics. Additionally not all nurses are trained or qualified to cover all types of appointments.

- Produce an FAQ \ user guide for patients to use instructing them how to register for online services and troubleshoot the key issues with registering and using the system.
- Develop and promote the new enhanced online prescription service with a view to phasing out the existing online repeat prescription request via the web site.

- Are / were there any CQC related issues, and if so what were they?
No

- Are / were there any national GP patient survey issues, and if so what were they?
Having studied the core questions of the national GP patient survey, there weren't any major issues.

Component 3 Please answer all bullet points giving full details

- Has the Practice undertaken a local practice survey during 13/14?

YES

- What questions were used that were based on the priorities identified by the PRG and the practice?
- Please see our full report for the 2013/14 patient survey which has all the questions. This can be found on the home page of our web site www.thornhillsmc.nhs.uk

- Did the practice collate and analyse the results themselves, if not who did you outsource this work to?
Yes.

- Was the survey undertaken by paper / electronically or a combination of both?
Both.

- Has the practice informed the PRG of the analysis of the survey?

YES

If yes – what was the meeting date?

Sent virtually 10th March 2014.

Component 4 Please answer all bullet points giving full details

- At which meetings of the PRG were the results of the practice survey discussed (please give dates)?

10th March 2014.

- Has the practice received the agreement of the PRG to change any aspect of the way a service is delivered (if applicable)? – please give the date of the meeting when the PRG gave its agreement – please list all changes and the meetings they were discussed and agreed at?

The proposed implementation of online services was virtually approved by the PRG; the deadline for feedback was 17th March 2014.

Component 5 Please answer all bullet points giving full details

- Has the practice agreed an action plan with the PRG based on the results of the patient survey? – if so, please give the date of the meeting on which the action plan was agreed.

After the results had been analysed we contacted every member of the PRG and asked them for any comments before these were published on our web site. All comments were received by 17th March 2014.

All the PRG comments can be seen below:

- *We do think it would be a good idea to forward the feedback and views of patients to NHS 111, which may help to improve some of the problems that patients have suffered when they have contacted NHS111 in the past.*
- *It appears that only a small proportion of patients completed the survey, but there is a good range of comments to assist the practice in proceeding with the proposed action plan.*
- *I believe the attached plan to be accurate and comprehensive. Some of the responses are very interesting.*
- *I have read the results of the questionnaire and I am happy with results and the way the report has been processed.*
- *We approve this action plan and appreciate your hard work producing this draft.*
- *Looks Ok to me.*

- What are the main themes of the action plan and the timescales to implement them?

1. To establish online services

- To be advertised and implemented by 31st March 2014

2. To update existing practice user guides and write new ones that were identified in

the survey.

- This will be implemented in stages throughout the year.
3. Increased advertising of out of hours care
 - To be implemented by 30th April 2014.
 4. Share feedback with NHS 111
 - To be implemented by 30th April 2014.

Component 6

Please confirm that you have published your Patient Participation Report on your website prior to 31st March 2014.

Website Address – www.thornhillsmedical.nhs.uk

Yes I confirm that the Patient Participation Report has been published to the practice website and that the information contained within this report is accurate and correct and will form the basis of any payment made to the practice in respect of the Patient Participation DES 13/14 and that the report addresses all of the requirements listed below.

- | | |
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Requirement 10 *Where the contractor has entered into arrangements under an extended hours scheme, the times at which individual healthcare professionals are accessible to registered patients*

Surgery Name: Thornhills Medical Practice

Date: 18th March 2014

Please confirm whether you were signed up to this DES in 12/13

YES