

Newnham Walk Surgery Wordsworth Grove, Cambridge, CB3 9HS.

Patient Participation Report 2012/13

Produced for the Patient Participation DES 2011/2013



This report must be published on the Practice website and a copy submitted to enhancedservices@cambridgeshire.nhs.uk by no later than 31st March 2013

Introduction

The purpose of the Patient Participation Directed Enhanced Service (DES) commissioned by NHS Cambridgeshire is to ensure that patients are involved in decisions about the range and quality of services provided and, over time commissioned by their Practice.

It aims to encourage and reward Practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as a gatekeeper to other services.

The DES aims to promote the pro-active engagement of patients through the use of effective Patient Reference Groups (commonly referred to as PRGs) to seek the views from Practice patients through the use of a local practice survey.

The outcomes of the engagement and the views of patients are then required to be published as a Report on the Practice website.

This report summarises development and outcomes of Newnham Walk Surgery Patient Reference Group (PRG) in 2012/13.

It contains :

1. Maintaining the Patient Reference Group (PRG)

A summary of the continuing recruitment process used to ensure that the PRG is of sufficient size and is as representative as possible of the Practice population.

2. Method and Process for Agreeing Priorities for a Local Practice Survey

The method the Practice adopted to seek the views of the PRG in determining the priority areas for the Practice to look at to include in a local practice survey.

3. Details and Results of the Local Practice Survey

A description of the local practice survey and how it was carried out, as well as details of the survey Results.

4. Discussing Survey Results with the Patient Reference Group (PRG)

Details of how the Practice consulted with the Patient Reference Group (PRG)

5. Agreeing an Action Plan with the Patient Reference Group (PRG)

Details of the agreed action plan setting out the proposals arising out of the local practice survey results and how they can be implemented. Details of any issues that arose in the survey that cannot be addressed in the action plan and the reasons why.

6. Publishing the Local Patient Participation Report

Details of where this Report has been published and also details of the Practices opening hours and how patients can access services

7. Practice Declaration

Confirmation that the Local Patient Participation Report is a true and accurate representation of the Work undertaken to fulfil the requirements of the Patient Participation DES 2012/13

1. **Maintaining the Patient Participation Group**

Maintain the structure that gains the views of patients and enables the Practice to obtain feedback from the Practice population via the Patient Reference Group (PRG)

DES Component 1

As part of component 1 of the DES Practices are required to establish a Patient Reference Group comprising only of Registered Patients and use best endeavours to ensure their PRG is representative.

Recruiting to the Patient Reference Group (PRG)

1.1 The Practice is required to confirm **the on going process used in order to continue** to recruit to their PRG (tick all applicable and provide samples if appropriate)

Display Posters in Waiting rooms at Newnham Walk and the Branch Surgery at Cambridge City Centre



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Put information on the practice website (attach web link)

<http://www.newnhamwalksurgery.nhs.uk/patient-participation-group/>

Practice Leaflet

(please provide details in point 1.2 below)

1.2 The Practice is required to provide details of all other methods of engaging patients and **how they are ensuring continued engagement with the PRG established in 2011-12.**

Initially, big campaign to recruit members, poster displayed in the local community of Newnham, Butchers, Bakers, Primary School, Pharmacy and community Notice Boards. Posters displayed in both surgery waiting rooms.

Large section on the Practice Website detailing the role of the PRG and information on who to contact for new members, this is mirrored by a poster in both the surgeries waiting rooms.

<http://www.newnhamwalksurgery.nhs.uk/patient-participation-group/>

Advert in Local Parish Magazine

Word of mouth

Practices must strive to engage and encourage feedback from patients that extend beyond a mix of just age/sex and ethnic origin. These could include patients from marginalised or vulnerable groups such as elderly patients, patients with a learning disability or other disability and those with various social factors such as working patterns, employment status and carers etc.

1.3 The Practice is required to provide a brief summary of the patient groups represented in the Practices PRG and describe what steps they have taken to understand any changes to their own demographics in order to ensure the PRG is a representative sample of the population.

PRG recognising that it is demographically an unrepresentative group of Newnham Walk Patients. PRG has sought to recruit younger members, students, young Mums and Dads. There has been mixed success; however the process is ongoing and is discussed at every PPG Meeting.

Step 2. Method and Process for Agreeing Priorities for the Local Practice Survey

Agree areas of priority with the Patient Reference Group (PRG)

Component 2

As part of component 2 of the DES Practices are required to agree which issues are a priority and include these in a local Practice Survey.

The PRG and the Practice will shape the areas covered by the local practice survey. The areas covered in the local practice survey will, therefore, need to be agreed jointly based on key inputs and building on the 2011-12 survey and results, including the identification of:

- Patients priorities and issues
- Practice priorities and issues including themes from complaints
- Planned Practice changes
- National GP and/or Local Patient Survey issues

2.1 The Practice is required to describe the process it used to seek the views of the Patient Reference Group in identifying the priority areas for the survey questions i.e via email, website etc.

Discussion at the Patient Forum Group Meeting as to whether we should as a Cam Health Custer all use the Same GPAQ survey for continuity and comparison. The decision, made, was that all Cam Health Surgeries would use the same survey as stated.

Within the Newnham Walk PPG there was discussion as to whether there should be extra questions, specific to NWS Patients, however it was felt the survey was already to long and therefore no extra questions were included.

2.2 The Practice is required to list the priority areas and confirm how these match those set out by the PRG

Agreed to follow the priorities as outlined in the GPAQ survey, which was virtually the same as those outlined in 2012. This was agreed across all CamHealth surgeries.

Step 3. Details and Results of the Local Practice Survey

Collate patient views through the use of a survey

Component 3

As part of component 3 of the DES Practices are required to collate patients views through a local practice survey and inform the Patient Reference Group (PRG) of the findings.

The Practice must undertake a local Practice survey at least once per year. The number of questions asked in the local practice survey will be a matter for the Practice and the PRG to agree. Questions should be based on the priorities identified by the PRG and the Practice.

3.1 The Practice is required to confirm how it determined the questions to be used in the survey?

As Discussed with PPG, CamHealth Forum it was agreed all would use GPAQ .

3.2 The Practice is required to confirm what method(s) it used to enable patients to take part in the survey? i.e survey monkey, Paper survey, email, website link.

The survey was available in paper form at both surgeries and also available to complete via the Practice Website. Again PPG members and practice receptionist spent many hours encouraging patient to complete the questionnaire and helping patients who were unable to read the questions over a 2 week period.

3.3 The Practice is required to confirm how it collated the results

Data Analysis worksheet using excel and data input was completed by members of the staff to collate the results.

3.4 The Practice is required to confirm the dates of when the survey was carried out and provide a copy of the survey to demonstrate how the Practice has reflected the priority areas in the questions used.

The survey was carried out from Monday 28th January to Monday 11th February 2013. We also necessarily included surveying the performance of one Partner the week prior to the official survey as he was on extended leave during the full survey period.



S:\PPG\Survey 2013\GPAQV3.pdf

Step 4. Discussing Survey Results with the Patient Reference Group (PRG)

Provide the Patient Reference Group (PRG) with the opportunity to discuss survey findings and reach agreement with the PRG of changes to services.

Component 4

As part of component 4 of the DES Practices are required to provide the Patient Reference Group (PRG) with the opportunity to comment and discuss findings of the local practice survey and reach agreement with the PRG of changes in provision and manner of delivery of services. Where the PRG does not agree significant changes, agree these with the PRG.

4.1 The Practice is required to describe how it sought the views of the PRG on the findings of the survey and any proposed changes highlighted from it.

The survey results were emailed to the PPG and also discussed at a PPG meeting on March 20th 2013.

An action plan was produced (see 5.1) and minutes for this meeting are available on request.

Step 5. Agreeing an Action Plan with the Patient Reference Group (PRG)

Agree and Action Plan with the Patient Reference Group (PRG) and seek PRG/PCT agreement to implementing changes.

Component 5

As part of component 5 of the DES the practice is required to agree with the PRG an Action Plan setting out the priorities and proposals arising out of the local patient survey. They are also required to seek agreement from the PRG to implement any changes and where necessary inform the PCT.

5.1 The Practice is required to produce a clear Action Plan that relates to the survey results and attach a copy of the agreed Action Plan for 2012/13.

Action Plan attached:



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Plan 2013.rtf

5.2 The Practice is required to confirm how it consulted with the PRG to agree the Action Plan and how it sought agreement from the PRG to implement any changes.
After PPG meeting held on the 20th March the group discussed the key areas in which they would like the practice to concentrate. A subsequent meeting with the Partners of Newnham Walk on 21st March and was lead by Dr Townsend who acts our PPG Liaison Representative. She presented the PPG's findings of the survey and discussed their action plan. The action plan was agreed by the partners.

Agreed Action Plan:



S:\PPG\Partners
Agreed Action Plan 20

5.3 The Practice is required to advise whether there are any elements that were raised through the Survey that have not been agreed as part of the Action Plan and if so should outline the reasons why.

None

5.4 The Practice is required to confirm whether there are any contractual changes being considered if so please give details, as these will need to be agreed by the PCT.

None

Step 6. Publishing the Local Patient Participation Report

Publicise actions taken and subsequent achievement

Component 6

As part of component 6 of the DES the practices is required to publicise the Local Patient Participation Report on the Practice website and update the report on subsequent achievement.

The Practice should publicise the report as extensively as possible and ensure it appears on the Practice website *by no later 31/03/2013*.

6.1 The Practice is required to provide details of where the Local Participation Report has been published (include the link to the Practice website)

The Survey results are displayed in both in reception areas and the have been posted on the Practice Website:

<http://www.newnhamwalksurgery.nhs.uk/>

6.2 The Practice is required to provide any updates on progress against:

2011/12 Action Plan

Advertising for full time receptionist. – 2 New Full time receptionists employed in 2012

Baby changing facilities – Baby changing unit fully installed.

Carpet Cleaning – Done and reviewed regularly.

More organisation regarding information poster displaying. – PRG Member helps to coordinate and rotate poster displaying, working under the guidance of the Head Receptionist.

2012/13 Action Plan

Survey Action Plan Attached: See above sections 5.1 & 5.2

Other topics outside the survey in relation to the forth coming year that have been agreed with the Practice and the PPG include:

PPG have arranged CPR/Defib Training for patients of Newnham Walk Surgery – 23rd April 2013 – St John’s Ambulance Newnham.

Staff Photo board produced and now displayed in both waiting rooms

Advert to recruitment new members for the PPG was placed in the Newnham Parish newsletter. This also include information regarding the PPG.

Changed Website – upgraded as requested by the PPG.

The bell on the reception desk more apparent at the PPG’s request.

Advertising recruitment for PPG within both surgeries by poster displays

PPG forum – wider connection with CamHealth PPG’s and feedback regarding change from PCT to CCG.

PPG involved in recruiting New Patient Rep for CamHealth.

Discussion about areas outside the PPG remit.

Better advertisements’ for Online facilities, appointment booking and repeat prescription requests.

In addition the Practice required to provide details of Practice opening hours and how Patients can access services through core hours

6.3 The Practice is required to confirm Practice opening hours and give details on how Patients can access services during core hours (8am-6.30pm)

Newnham Walk Surgery

Monday 08:00 – 18:00

Tuesday 07:00 – 18:00

Wednesday 07:00 – 18:00

Thursday 07:00 – 18:00

Friday 08:00 – 18:00

Branch Surgery: Cambridge City Centre Medical Practice

Monday to Friday 09:00 – 16:00

Both Surgeries are not closed at Lunchtime's and the phones are open to call from 08:00 – 18:00. Online appointments are available 24 hrs per day via the Practice website, using a secure individual Username and password.

Where a Practice is commissioned to provide Extended Hours the Practice is required to confirm the times at which patients can see individual health care professionals

6.4 The Practice is required to provide details of any extended hours provided and details of access to Health care Professionals during this period.

Extended Hours available:

Tuesday 07:00 – 08:00

Wednesday 07:00 – 08:00

Thursday 07:00 – 08:00

7. Practice Declaration

The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2011/13 .

Signed and submitted to the PCT and published on the Practice website on behalf of the Practice by:

Name: Dr Pauline Brimblecombe

Signed:

Designation

Date: 22.3.13.....

FOR PCT USE ONLY

Date Report Received by the PCT: _____ Receipt Acknowledged by: _____

Report published and evidenced on Practice website by required deadline: _____