

Patient Participation Directed Enhanced Service 2011/12 Template

Practice Details

Practice Name	Dr Spielmann & Partners
Practice Code	P92007
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Component One – Develop a Patient Reference Group

Patient Reference Group profile		
Show how the practice demonstrates that the PRG is representative by providing information on the PRG profile		
Number of Face to Face Members	12	
Number of virtual members	0	
Age & Sex breakdown	Male	Female
Under 16 -	0	0
17 – 24 -	0	0
25 – 34 -	0	1
35 – 44 -	1	3
45 – 54 -	0	3
55 – 64 -	1	1

65 – 74 -	1	1
75 – 84 -	0	0
Over 84 -	0	0
Ethnicity		
White	3	8
Mixed		
Asian or Asian British	0	1
Black or Black British	0	
Chinese or other ethnic group	0	
Other (e.g. no of carers/ no of unemployed/retired etc)	2 retired	1 carer 2 retired

Differences between the practice population and members of the PRG

Please describe variations between the practice population and the PRG.

Practice Survey – AGE (Random Sample of 432 patients)

A	Unspecified – did not complete question	5 patients in total (1%)
B	Those patients under 25	34 patients in total (8%)
C	Those patients aged between 25 and 59	259 patients in total (60%)
D	Those patients 60 years and over	134 patients in total (31%)

PPG Membership – AGE – 12 members of PRG

A	Unspecified –	0 patients in total (0%)
B	Those patients under 25	0 patient in total (0%)
C	Those patients aged between 25 and 59	8 patients in total (67%)
D	Those patients 60 years and over	4 patients in total (33%)

So in age the Group largely reflects the totally random group within the Practice Survey

Practice Survey - SEX

U	Unspecified –	4 patients in total (1%)
M	Male	160 patients in total (37%)
F	Female	268 patients in total (62%)

PPG - SEX

U	Unspecified – did not complete question	0 patient in total (0%)
M	Male	3 patients in total (25%)
F	Female	9 patients in total (75%)

So in terms of the sex of members there is a slight 'inbalance' of male / female members– 25% male against 37% male and 75% female against 62% female in the random survey.

We did have another male member – aged over 75 – but he resigned after only one meeting.

ETHNICITY

97% of people completing our random Practice Survey were White British.

In the PRG 92% (11 members) are White British with 8% (1 member) being Indian

Again this is a good reflection of the 432 patients chosen at random who completed the Survey.

DISABILITY

U	Unspecified – did not complete question	4 patients in total (1%)
Y	Yes – with a registered disability	65 patients in total (15%)
N	No registered disability	363 patients in total (84%)

15% of the patients in the Survey are registered as disabled. In our PRG one member (8%) is registered as disabled.

This person regularly attends our meetings.

We believe that this is as good a match as we are able to achieve at the present time.

OVERALL

Overall we believe that the 12 members of our current PRG are a good match against the Practice population as a whole.

What is pleasing is that we get a very high attendance at our regular meetings – 92% attendance at our last meeting.

The absentee (our disabled member) was ill on that occasion.

If there is a variation what did the practice do to ensure that every effort was made to get a representative number of patients on the group?

Our current membership of 12 is the number we planned for within our constitution.

We will have an Annual Meeting in late spring when changes may be made in our PRG membership. We have been approached by one patient who is interested in joining the group.

We are also, however, aware that our current PRG members are now becoming highly skilled in the work of the Practice – its successes and challenges.

We would hope to build upon this first year's work by keeping a majority of them for a second year.

Component Two – Validate the survey and action plan through the local patient participation report

Priorities

Please describe how the PRG agreed what the priorities were to included in the local practice survey

The PRG met – at minuted meetings – to consider carefully what should be asked in the Survey – looking carefully at the areas that needed to be covered :-

- Access
- Seeing the Doctor / Nurse
- The Staff
- The new Practice Website
- Health Information

Component Three – Collate patient views through the use of a survey

Patient Survey

Describe how the questions were drawn up for the survey

As described above once the key areas were agreed the members of the PRG then discussed the questions that would be asked in each area.

Throughout the survey was PRG driven by the need to have a survey which was professional, rigorous and accurate.

How was the survey conducted? (e.g. how many surveys were distributed, how were they distributed, how many were completed)

It was decided that the Survey should cover 500 patients selected completely at random.

400 forms were to be given out – at random – to patients attending the Practice during an agreed two week period.

A further 100 forms were to be posted out to patients – again at random.

It was further agreed that the Survey would be done with great rigour.

No member of staff was involved in extracting the data from the forms.

The PRG believe that the Patient Survey 2012 was completed to the same professional standards as one that might have been done by an external provider.

What were the survey results?

A full copy of the Survey Report is attached.

Describe any other methods in which the views of registered patients were sought.

For this particular exercise – with a sample of 500 patients – no other methods were used.

Component Four - Provide the PRG with an opportunity to discuss the survey findings and reach agreement with the PRG on changes to services

Agreed Actions

How did you provide the PRG with the opportunity to comment and discuss the findings of the local practice survey?

Once the Survey had been completed the full Report was presented both to the PRG and to the Practice Partners.

Both had a full opportunity to discuss the findings.

The PRG then met again along with the Practice Manager and two Practice Partners to discuss the Survey and to look in particular that the areas that cause some concern for some patients.

These very much centre upon access – the ability to contact the surgery at busy times (early morning) by telephone and the ability to arrange a suitable appointment to see a doctor or nurse.

Were there any disagreements?

No

How were any disagreements resolved?

Not applicable

Component Five – Agree an action plan with the PRG and seek PRG agreement to implementing changes

Action plan

How did you agree the action plan with the PRG?

The Chair of the PRG met the Practice team on two occasions to look at how the Practice could address these areas.

Two Partners from the Practice then met with the PRG to agree the Action Plan (attached).

A new telephone system has been installed since the Survey – giving patients much better access to the Practice.

Significant changes to the appointment system have also been made.

These are described in the Action Plan jointly agreed by the Practice and the PRG.

What did you disagree about?

There were genuinely no areas of disagreement.

One of the huge successes of the establishment of a PRG at Old Henry Street has been the development of a professional and trusting but challenging relationship between the senior staff and partners in the Practice and with the members of the PRG.

Are there any contractual considerations to the agreed actions?

The PRG have received the verbal agreement of the Partners that all the issues within the Action Plan will be addressed.

We can further report that all the actions within the Action Plan have been addressed by the Practice.

Please include a copy of the agreed action plan including a summary of any further action to be taken.

Component Six – Publicise actions taken and subsequent achievements

Local patient participation report

Please describe how the report was advertised and circulated

The Report - and the full Survey – is currently being put on the Website.

Copies will also be provided with the Patient Waiting area.

A copy is being provided for the PCT.

We are happy to share the findings with any other relevant audience.

Include a copy of the report

Please provide your website address and a link to where the report is located on the practice website

www.oldhenrystreet.co.uk

or

www.drspielmann.co.uk

The Link to the Page can be found on the home page.

Opening Hours

Confirm opening times of the practice premises and method of obtaining access during core hours. This should include arrangements under extended hours where applicable.

Monday 8.20am – 6.30pm

Tuesday 8.20am – 8.00pm

Wednesday 8.20am – 8.0pm

Thursday 8.20 am – 8.00pm

Friday 8.20am – 6.30pm

