

This report summarises the actions taken under the Patient Participation DES 2013/2014 by Hightown Surgery, Banbury.

The purpose of the Patient Participation DES 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.

There were 6 steps for implementing the Patient Participation DES in 2011. These were as follows:

1. Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. PRG (Patient Reference Group)
2. Agree areas of priority with the PRG.
3. Collate patient views through the use of a survey.
4. Provide PRG with opportunity to discuss survey findings and reach agreements with the PRG on changes to services.
5. Agree action plan with the PRG and seek PRG agreement to implementing changes.
6. Publicise actions taken and subsequent achievement.

In the subsequent years steps 2-6 were followed.

#### Profile of Hightown Surgery and PRG.

Hightown Surgery has a practice population of 10,275 patients, 5012 are male with 5263 females registered. Hightown Surgery has a BME population of 3.7%. Hightown PRG has 33 members, 17 male and 16 female. The age ranges and ethnicity are as follows:

Age Range	Number
18 - 30	2
31 - 50	6
51 - 70	16
71 & Over	9

Ethnicity	Number
White British	25
Asian British	1
Indian British	1
Black British	1
White Irish	1

(4 patients declined to give their ethnicity.)

Hightown Surgery is open Monday to Friday. Our core hours are 8am – 6.30pm. We offer extended hours with access to GP and Nurse appointments on Monday, Tuesday and Thursday morning from 7.30am and in the evening until 7pm on Monday and Thursday. Currently patients access services by telephone, via the website and in person.

### How we agreed the priorities with the PRG

The PRG were emailed and told we were planning our next annual survey. We asked what they thought our key priorities should be when it comes to looking at the services we provide.

We received a few replies that said that overall patient satisfaction with GP's and the Surgery was important and whether they would recommend the surgery to their friends and family.

From this we decided to build the survey around patient satisfaction in different areas. We choose access to services and appointments with clinicians.

### The Survey

The responses from the PRG were used as the basis of a discussion within the practice to construct the format of the survey. The staff involved in this discussion included GP's, Data Manager and the Practice Manager. It was agreed to have a short survey so that patients could fill it in while waiting to see the Doctor or Nurse. It was felt that if the survey was too long or the patient took the survey away it would reduce the amount of completed surveys.

The survey took place over 2 weeks between 24<sup>th</sup> February and 7<sup>th</sup> March 2014. Patients completed the survey on paper whilst attending the surgery for an appointment. The newly formed Patient Participation Group was present in the waiting room during several sessions on the second week to publicise the survey and the new participation group. The surveys were completed anonymously. 266 surveys were completed.

### How we sought the views of the PRG about the findings of the survey

The survey results were collated by the Practice and a report was produced which showed the findings. This was sent to all members of the PRG and we asked them to suggest areas for change. The survey showed that patient satisfaction is high with 73% saying they are very satisfied and 21% saying they are fairly satisfied with the care they receive at Hightown Surgery.

The responses received from the PRG after seeing the results of the survey were very positive and congratulatory on the good results in the survey.

### How we agreed an action plan with the PRG

From these responses the Practice developed the following action plan. We also decided to add the advertising of the online booking of appointments and online prescription ordering into the plan as this would now be available from Summer 2014. The plan was discussed and agreed at a Primary Health Care Team Meeting and sent to the PRG for ratification.

Recommendation	Action Required	Timescale for Action
Increase knowledge of extended hours appointments	Advertise the extended hours appointments available for GP's and Nurses.  Monday, Tuesday, Thursday: Appointments from 7.30 am  Monday, Thursday: Appointments up to 7.00pm	April 2014
Online booking of appointments	Advertise that online booking will be available from early Summer 2014	April 2014
Secure online ordering of repeat prescriptions	Advertise that secure online repeat prescriptions available from early Summer 2014.	April 2014

A poster was put in the waiting room highlighting some bullet points of the Survey report with details of where the full report could be found. Several copies of the report were left in the waiting room.

#### Next Steps

In January 2014 an inaugural meeting of the Hightown Surgery Patient Participation Group was held. Several members of the PRG attended and it was agreed to form a participation group that will meet regularly in person. It was felt that over time as the group developed this would replace the PRG but that they would remain in tandem for the foreseeable future.

If you are interested in joining the Patient Group please contact:

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