**Directed Enhanced Service for Patient Participation**

**Audit 2012/13**

Practice: BIRCHILLS HEALTH CENTRE Date of Report 31/03/2013

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|  | **Requirement** | **Comment** | **Authorised for payment** |
| Component/Step 1 |
| a | Description of the profile of the members of the PRG. *Check to see if membership is in line with the demography of the practice using the practice profile tool.* | Birchills HC PPG has 12 members who were recruited from the patients’ list and their background is diverse – they represent different aspects of varied communities living in this area. |  |
| b | The steps taken by the practice to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the practice has taken in attempt to engage the category. | We continue the recruitment to our PPG by advertising the group in our reception area and asking registered patients if they are interested to become members. |  |
| Component/Step 2 |
| c | Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey. | The Practice Survey plans were discussed with the PPG during their meeting in February 2012. The priorities were decided. |  |
| Component/Step 3 |
| d | The manner in which the practice sought to obtain views of its registered patients.*Details and copy of the survey to be provided and how approached, by email, letter etc…* | 100 of our registered patients were asked to take part in the practice survey. Posters were displayed in the reception area. Patients were requested to complete the survey form after seeing the doctor/nurse.The results have been summarised and published on Practice’s website.See copy of the survey attached. [Patient Survey FORM Final 2012-13.rtf](file:///C%3A%5CUsers%5CRavi%5CDesktop%5CSurgery%5CWebsite%5Cppg%5C2012-13%5CPatient%20Survey%20FORM%20Final%202012-13.rtf) |  |
| Component/Step 4 |
| e | Details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the findings of the local patient survey and how agreement was reached with the group on any changes in service provision that have been agreed.*Was this a face to face meeting, an online discussion*  | The local practice survey was discussed with the group during the PPG meeting on the 14th March 2013. See minutes attached. [PRG minutes 14 03 13.rtf](file:///C%3A%5CUsers%5CRavi%5CDesktop%5CSurgery%5CWebsite%5Cppg%5C2012-13%5CPRG%20minutes%2014%2003%2013.rtf) |  |
| Component/ Step 5 |
| f | Details of the action plan setting out how the finding 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. | See PPG Meeting minutes from 14/03/13 [PRG minutes 14 03 13.rtf](file:///C%3A%5CUsers%5CRavi%5CDesktop%5CSurgery%5CWebsite%5Cppg%5C2012-13%5CPRG%20minutes%2014%2003%2013.rtf) |  |
| g | A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey. | Please see spread-sheet attached [GP Patient Survey 2012-13 Summary.xlsx](file:///C%3A%5CUsers%5CRavi%5CDesktop%5CSurgery%5CWebsite%5Cppg%5C2012-13%5CGP%20Patient%20Survey%202012-13%20Summary.xlsx) |  |
| h | 1. Details of the action which the practice

i). and, if relevant, the PCT 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 surveyii). where it has participated in the Scheme for the year, or any part thereof, ending 31st March 2013, has taken on issues and priorities as set out in the Local Patient Participation Report. | i)The reception area has been re-decorated.The flooring in the treatment and nurses’ rooms have been changed according to new specifications. We are in a process of ordering new chairs (compatible with the CQC requirement) for the waiting room.ii) The waiting times are considerably shorter, there are 3 GP’s and 2 Nurse Practitioners and 1 Practice Nurse available. We have reviewed our appointment schedules and blocked appointments for triage, telephone triage and on the day appointments. |  |
| Component/Step 6 (Year 2 only) |
|  | Date of publication of report on practice website. | 31/03/2013 |  |
| i | The opening hours of the practice premises and the method of obtaining access throughout core hours | Please see the Practice website / leaflet.In addition we extended the opening hours.  |  |
| j | Where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients. | The practice joined a LES Extended Hours and provided extra 6 hours opening to its patients on Wednesdays afternoons in February and March 2013.From 3pm to 6pm GP and Practice Nurse. |  |