**Directed Enhanced Service for Patient Participation**

**Report 2013/14**

Practice: BIRCHILLS HEALTH CENTRE Date of Report 27/03/2014

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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. We have elected a new chair.  |  |
| 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. We advertise our PPG group on our website. |  |
| 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 December 2013. The priorities were set as follows:1. To publicise surgeries new opening times (extended hours)
2. Education patients not to use A&E for trivial problems
3. Text message reminders to be introduced to cut down DNA’s
4. Promote on-line appointment booking service and repeat prescription requests
5. Our telephone system was upgraded to meet patients’ demand
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| 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.  |  |
| 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 5th December 2013 See minutes attached.  |  |
| 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 5th December 2013 above. |  |
| 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  |  |
| h | 1. Details of the action which the practice

i). and, if relevant, the CCG 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 2014, has taken on issues and priorities as set out in the Local Patient Participation Report. | 1. Telephone system has been upgraded to meet the demands of our patients. Also we now send text message appointment reminders to our patients.
2. By participating in the LCS Scheme “Additional Hours” we managed to cut our A&E attendances by approximately 25 %
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| Component/Step 6 (Year 2 only) |
|  | Date of publication of report on practice website. | 27/03/2014 |  |
| 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 LCS Additional Hours Scheme and provided extra 3 hours opening to its patients on Sunday afternoons from November 2013 to 31st March 2014 - 1pm to 4pm GP and Practice Nurse. |  |