

Information checklist for local patient participation report

Your Patient Participation Report should address all of the elements below. Feel free to use this document as a template for your actual report, or as a guide to writing your own.

Stage one – validate that the patient group is representative

Type of PRG A mixture of virtual and face-to-face		
Size of the PRG The Armada Family Practice virtual group has 105 members and its PPG has 10 members		
Show how the practice demonstrates that the PRG is representative by providing information on the practice profile		
Practice population profile	PRG profile	Describe difference between population and PRG, and the efforts made to reach any groups not represented
Age		
% Under 16 = 20%	% Under 16 zero	
% 17 – 24 = 12%	% 17 – 24 zero	
% 25 – 34 = 14%	% 25 – 34 = 6%	
% 35 – 44 = 10%	% 35 – 44 = 7%	
% 45 – 54 = 15%	% 45 – 54 = 40%	
% 55 – 64 = 13%	% 55 – 64 = 34%	
%65 – 84 = 13%	%65 – 84 = 13%	
%65 – 74 = 3%	%65 – 74 zero	
% Over 84	% Over 84 zero	
Ethnicity		
White	White	
% British Group = 89%	% British Group = 95%	
% Irish = 4%	% Irish = 2%	
Mixed	Mixed	
% White & Black Caribbean = 7%	% White & Black Caribbean = 3%	
% White & Black African	% White & Black African	
% White & Asian	% White & Asian	

Practice population profile	PRG profile	Describe difference between population and PRG, and the efforts made to reach any groups not represented
Asian or Asian British	Asian or Asian British	
% Indian	% Indian	
% Pakistani	% Pakistani	
% Bangladeshi	% Bangladeshi	
Black or Black British	Black or Black British	
% Caribbean	% Caribbean	
% African	% African	
Chinese or other ethnic Group	Chinese or other ethnic Group	
% Chinese	% Chinese	
& Any Other	& Any Other	
Gender		
% Male = 49.6%	% Male = 31%	
% Female = 50.40%	% Female = 69%	
Other* [<i>*Optional</i>] (e.g. employment status, carer status, disease, learning difficulties or any other minority groups if applicable within your practice profile)		
Steps taken to recruit patients to the PRG	<p>Following the successful introduction of our "Virtual" PPG in 2011/12 we have continued with this format for our VPPG which follows national guidance received from NAPP.</p> <p>Using the same model - patients were contacted by email, inviting them to join the Virtual Patient Group.</p> <p>During 2013-14, we evolved our engagement by also inviting members of the VPPG to join our Patient Participation Group which would hold face-to-face meetings here at the Health Centre.</p>	
Differences between the practice population and members of the PRG	<p>Our level of engagement across the age-ranges from 25 to 84 inclusive was a good spread of ages for our population</p>	

Stage two – validate the survey and action plan through the local patient participation report

Survey – The practice should outline how the survey was conducted and the results
<p>How were the areas of priority for the survey set?</p> <p>For this reporting year, we commissioned an “Improving Practice Questionnaire” (IPQ) by CFEP UK Surveys Ltd. This was commissioned in order to meet the requirements of the PE DES.</p> <p>The purpose of the survey was also to provide patient feedback resources for GPs annual appraisals and revalidation.</p> <p>In addition, the survey met the requirements of CQC Outcome 15: Assessing and monitoring the quality of service provision</p>
<p>How were the questions drawn up?</p> <p>CFEP Surveys provided a standard set of questions for completion by our patients</p>
<p>How was the survey conducted?</p> <p>The methodology was an exit survey undertaken by patients after they had completed their consultation with their GP.</p>
<p>What were the results of the survey?</p> <p>A copy of the survey is attached with this report template.</p>
Action plan – The practice should outline how action plan was agreed
<p>We hosted two ‘Open House’ meetings at the health centre in December 2013, and invited members of our PPG to attend and comment upon the results of the patient survey.</p>
<p>How was the PRG consulted on the proposed action plan?</p> <p>The purpose of this approach was to give the PPG ‘ownership’ of the contents of the Action Plan – and demonstrate our commitment to addressing the points that the PPG members raised.</p>
<p>Are there any aspects that were not agreed?</p> <p>No</p>
<p>What was the agreed action plan?</p> <p>The PPG identified the following themes for the action plan during the Open House meetings in December:</p> <ul style="list-style-type: none">• Improved telephone access• A desire to access services more easily• Receptionists

- A desire for “1-Stop-Shop” chronic disease appointments
- Improved access to the building

Are there any contractual considerations to the agreed actions?

no

Please provide an update of progress on all actions to date.

A GP Partner and the practice Management Team met the PPG group in January 2014, to report on the actions that had been undertaken following the Open House meetings. A copy of the Minutes of that meeting are attached with this report.

Local patient participation report

What is the URL of the website where the report was published?

<http://www.armadapractice.com>

How else has the report been advertised and circulated?

The action plan was publicised on our digital information screens.

Opening times

Confirm opening times and the method of obtaining access to services during core hours

0830-1830 Monday – Friday inclusive. We do not close for lunch. In addition, we have telephone access from 0800-1830 inclusive

Confirm any extended hours arrangements that are in place for patients outside of core hours

We open for an additional 6.5 hours per week. These additional hours are provided between 1830 and 2000hs on 3 evenings each week.

Please publish your Practice Participation Report (plus any appendixes) on your practice website by no later than 31 March 2014 and ensure that a copy is also emailed to the Area Team to england.bnsssg-gmspms@nhs.net by the same date.