

Patient Participation Directed Enhanced Service
2012/13 Report
Year 2

Practice Details

Practice Name	IntraHealth Atherton and Tyldesley
Practice Code	Y02321
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Component One – Develop a Patient Reference Group

<p>Patient Reference Group profile - <i>This section only requires completion if a PRG was not established in Year 1 or a patient participation report was not submitted in Year 1 (2011-12)</i></p>		
<p>Show how the practice demonstrates that the PRG is representative of the practice population by providing information on the PRG profile</p>		
Number of Face to Face Members		
Number of virtual members		
Age & Sex breakdown	Male	Female
Under 16 -		
17 – 24 -		
25 – 34 -		

35 – 44 -		
45 – 54 -		
55 – 64 -		
65 – 74 -		
75 – 84 -		
Over 84 -		
Ethnicity		
White		
Mixed		
Asian or Asian British		
Black or Black British		
Chinese or other ethnic group		
Other (e.g. no of carers/ no of unemployed/retired etc)		
Differences between the practice population and members of the PRG		
Please describe variations between the practice population profile and the PRG profile		

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?

Changes to PRG Membership

Describe any changes to your PRG membership in Year 2 i.e. have any members left the group / have any new members been recruited?

Over the last year Members have left and new members joined numbers of face to face members remains the same. Recruitment for new members continues, particularly in the younger age range of the practice.

Component Two – Agree with the PRG which issues are a priority and include these in a local practice survey

Priorities

Please describe how the PRG agreed what the priorities were for this year e.g. areas to be included in the local practice survey

The following were agreed priorities that the Practice should address over the year.

1. Appointment Availability
2. Permanente Doctors
3. Patient confidentiality in the waiting area. (On going issue due to building layout)

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

Patient Survey

Describe how the questions were drawn up for the survey

The survey questions based on patient experience in trying to access services at the practice, and the overall service offered.

The survey was broken down into area's which included Access, Staff, reception area, clinicians and communications.

The question that were chosen were drawn up after consultation with the PRG based on the above.

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

The survey was conducted over both Practice sites (Atherton and Tyldesley) and were given to patients that visited the surgery, parts included both before, during and after visiting the surgery.

A total of 100 surveys were carried out in Q1 which 75 were returned. 33 were from female patients and 42 were from male patients. The age range was under 18-85+ and included patients with learning disabilities, Hearing difficulties and long standing conditions. 91% of patients wrote a positive comment about the staff, Clinician and locality; the remaining 9% had no comment.

For a better understanding of our patients group concerns 3 surveys were used to identify the actions that the surgery needed to address. Survey results are attached below.

What were the survey results? (*attach copy of results*)



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

Patients views were also taken via the surveys, verbally over the reception desk and from clinicians during consultations and were added to the patients survey.

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?

The results of the practice surveys were discussed in detail with the PRG via PR meetings with the practice and were all in agreement that the findings of the survey were an accurate reflection of the practice. A number of surveys were used 1 from Q4 (11-12) and 2 from year 12-13 (Q1 and Q2), this gave a better reflection over a period of time of the major concerns of our patient group.

The overall results of the surveys clearly showed the following actions, The PRG agreed these action and there priority for the practice to work on over the year.

1. Employment of permanent GP's
2. Better Appointment System
3. Choice of clinician
4. Pre bookable appointments


Were there any disagreements?

No all the points raised that required action, were valid points and actions that needed the practice to address. The Confidentiality issue is an ongoing issue due to the layout of the building, the layout of the waiting area has been changed and has helped, PRG are happy with the small change but would like it looked at long term.

How were any disagreements resolved?

Patient waiting area changed to assist in the issue, but long-term solution, which would require capital funding to address the build layout. PRG happy with short-term solution.

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

Action plan
<p>How did you agree the action plan with the PRG?</p> <p>The action plan was discussed at PRG meetings based on the 3 surveys the practice had carried out. From the discussion and the results the following in order of priorities was agreed as the main actions to be addressed over the coming year;</p> <ol style="list-style-type: none">1. Employment of permanent GP's. Action: The practice needed to recruit and employ permanent GP's.2. Better Appointment System. Action: Provide a consistent and regular appointment system.3. Choice of clinician. Action: Give patients a choice of who they would like to see.4. Pre bookable appointments. Action: Give patient the ability to book pre bookable appointments and have on the day appointments.
<p>What did you disagree about?</p> <p>Nothing the practice understood the concerns of the PRG and the survey results.</p>
<p>Are there any contractual considerations to the agreed actions?</p> <p>No all actions were with in our current contract.</p>
<p>Please include a copy of the agreed action plan including a summary of any further action to be taken</p> <p> \\gp-almvpcr.nhs.uk\ DFS01\Users\Y02321</p>

Component Six – Publicise actions taken and subsequent achievements

Local patient participation report
Describe how the report was publicised and circulated to patients All PRG reports and minutes of the meetings are published on the Practice web site and each report/minutes of meeting are available in Practice if patients wish to see them. All reports and minutes are discussed and signed off at each PRG meeting.
Please include a copy of the report
Please provide your website address and a link to where the report is located on the practice website http://www.intrahealth.co.uk/surgeries/atherton-health-centre/documents.html
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. The Practice is open as follows; Monday 08-2000hrs Tuesday 08-2000hrs Wednesday 08-2000hrs Thursdays 08-2000hrs Fridays 08-2000hrs Saturdays 08-2000hrs Contact Phone number 01942 481680
The Practice Team would like to thank the PRG for there help and assistance over the last year.