

Introduction

The Patient Participation Directed Enhanced Service is a two year DES which is effective from 1st April 2011 until 31st March 2013 and applies to England only.

Its full details can be found at the following link:

<http://www.nhsemployers.org/Aboutus/Publications/Documents/Patient-participation-directed-enhanced-service.pdf>

The key objective of the Patient Participation DES is ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by the Practice.

The DES aims to promote the proactive engagement of patients through the use of effective of the Patient Participation Group and to seek views from practice patients through the use of a local practice survey.

One aspect that ECMC wish to focus on is achieving excellent access into the Practice, and also from the Practice to other services in its role as coordinator of care, facilitating access to other health and social care providers.

Access has many dimensions; the relative importance of these will vary according to the specific needs of the registered population. These dimensions include:

- Hours of opening with the ability to be seen urgently when clinically necessary, as well as the ability to book ahead
- Continuity of care
- Range of skills available – access to different professionals
- A choice of modes of contact which currently includes face-to-face, phone and electronic contact but can be developed further as technology allows
- Geographical access, enabling care as close to home as possible.
- Lists being open to all

ECMC – Overview

Approx 12,500 patients

(1562 over 65 and 2050 under 16 as at 11.10.11)

Diverse ethnic groups

Densely populated residential areas (estates)

Retirement and Sheltered housing.

Development sites locally for more housing

15% annual turn over of patients

ECMC is a large teaching practice in the heart of the borough, serving a diverse residential area.

We offer a range of services hopefully to suit a majority of our patients, and if not offered would endeavour to source alternatives.

We are a proactive team of clinicians and administrators, using the latest systems to ensure we can offer the best service to our patients.

What's next?

Step 1: Agree areas of priority with the PPG;
Step 2: Collate patient views through the use of survey;
Step 3: Provide PPG with opportunity to discuss survey findings and reach agreement with the PPG on changes to services;
Step 4: Agree action plan with the PPG and seek PPG agreement to implementing changes;
Step 5: Publicise actions taken and subsequent achievement;

Step 1 – Jointly agree areas of priority with the PPG to shape the areas covered by the local practice survey

The areas covered in the local practice survey will be based on key inputs including the identification of:

- Patients priorities and issues
- Practice priorities and issues ,including themes from complaints
- Planned practice changes
- Care Quality Commission related issues
- National GP patient survey issues

Action points to complete (list is not necessarily exhaustive)	Date Completed
In conjunction with the PPG. develop a blank “What do you think is important” template in both printed and electronic formats.	
Arrange for PPG Members to spend time in the waiting room ascertaining patient’s views, using a blank Template with a statement asking what they think is important .	
Send the electronic format of blank “What do you think is important” template to all virtual patients	
Conduct a Practice staff survey on areas they would like feedback / improvement around services	
Analyse the feedback and produce a list of local priorities	

Step 2 - Develop final list of questions and obtain and collate patient views through the use of an annual survey

The number of questions asked in the local practice survey is a matter for the practice and the PPG to agree.

The questions should be based on the priorities identified from step 2 by the PPG and the Practice.

Practices will then following this collate and analysis the results themselves ready to share with their patients.

If the Practice chooses to do so –this work can be outsourced.

Action points to complete (list is not necessarily exhaustive)	Date Completed
Agree with the PPG the final content of the local patient survey, ensuring that it includes the local priorities identified by the PPG and the Practice from Step 2. Also consider using appropriate questions compiled from existing validated surveys using the NAAP website: www.napp.org.uk .	
Agree whether the work of conducting and analysing the survey results will be undertaken by the Practice or will be outsourced. Possible external resources include: http://s3.amazonaws.com/SurveyMonkeyFiles/SmartSurvey.pdf http://www.surveysystem.com/sdesign.htm http://www.knowhownonprofit.org/how-to/how-to-design-and-use-free-online-surveys	

<p>If the Practice undertakes the work itself:</p> <ol style="list-style-type: none"> 1. refer to Annex on Pages 12 > 18 of the 'Patient Participation DES for GMS Contract, available to download at: http://www.nhsemployers.org/Aboutus/Publications/Documents/Patient-participation-directed-enhanced-service.pdf 2. Agree number of surveys (including 'virtual patients') to be completed, ensuring the sample size and subsequent response analysis are sufficient to provide "the reasonable person" with confidence that the reported outcomes are valid. Use the <i>Sample Size Calculator</i> at: http://www.surveysystem.com/sscalc.htm , taking into account the required Confidence level and Confidence Interval, related to the Practice Population. Also: "<i>A best practice guide to using real-time patient feedback</i>" at: www.practicemanagement.org.uk/uploads/best_practice_guide_to_using_realtme_patient_feedback_final_version_august_2010.pdf 3. Analyse & Collate results 	
<ol style="list-style-type: none"> 4. Inform the PPG of the Findings of the Survey 	

Step 3– Provide PPG with opportunity to discuss survey findings and reach agreement with the PPG on changes to services.

AND

Step 4 – Agree action plan with the PPG and seek PPG agreement to implementing changes

Action points to complete (list is not necessarily exhaustive)	Date Completed
Provide the PPG with an opportunity to comment on and discuss the findings of the survey, along with other relevant information. (this may include themes from complaints received by the Practice or CQC feedback if and when available.	
Disseminate survey results to the virtual patient group for their views of the findings	
In the event that the local practice survey points to the desire for significant change (e.g. change in opening hours) in a service or services provided, or in the way in which services are delivered, ensure agreement is sought from the PPG to any proposals for change, before implementing the change.	

<p>In the event that a Practice proposes any significant change to a service or services they provide to which PPG agreement has not been obtained, the Practice will ensure it obtains the agreement of its local PCT (or similar body to which the power to agree such change may have been delegated by the PCT) to its proposals.</p>	
<p>In the event that changes are proposed which impact on contractual arrangements, the Practice will ensure agreement is obtained from the PCT.</p>	

Step 5 – Publicise actions taken and subsequent achievement

<p>Action points to complete (list is not necessarily exhaustive)</p>	<p>Date Completed</p>
<p>As the Local Patient Participation Report must be published on the Practice website, liaise with Website developers to create one if none exists, or ensure it can be accommodated if one does currently exist.</p>	

<p>Compile the Local Patient Participation Report, ensuring the following elements are included:</p> <ol style="list-style-type: none"> a) A description of the profile of the members of the PRG b) The steps taken by the contractor to ensure that the PPG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category 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 d) The manner in which the contractor sought to obtain the views of its registered patients e) Details of the steps taken by the contractor to provide an opportunity for the PPG to discuss the contents of the action plan 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 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 h) Details of the action which the contractor, <ol style="list-style-type: none"> i. And, if relevant, the PCT, intend to take as a consequence of discussions with the PPG in respect of the results, findings and proposals arising out of the local practice survey ii. Where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report i) The opening hours of the practice premises and the method of obtaining access to services throughout the core 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 	
<p>Supply a copy of the Report to the PCT</p>	
<p>Ensure the Practice Website and Practice Leaflet incorporate Opening Hours information and are updated with the progress of the key actions identified with the PPG.</p>	

<p>Ensure that the following are made aware that the report is available and where / how it can be obtained:</p> <ul style="list-style-type: none"> • The PRG • Those who answered the survey • The wider practice population • Consortia and consortia practices (when in place) • Local HealthWatch (which might facilitate effective working between the LH and the PRG) • CQC - at the time of inspections / registration. 	
<p>Publicise the availability of the report</p> <ol style="list-style-type: none"> a) Within the Practice using a visible poster in the waiting room area; b) On the Practice Website; c) On the NHS Choices website (if available); d) Send the results electronically to the PRG. <p>ensuring that:</p> <ul style="list-style-type: none"> • In the event there is ongoing disagreement with the PRG on proposed actions, this will be publicly highlighted, stating the Practice's rationale for deviating from the suggested plan. • The information on actions taken and subsequent achievement is directly linked to the feedback from patients. <i>"e.g. You said..... We did..... The Outcome was"</i> 	