

High Street Medical Practice – Patient Participation DES 2011 to 2013

<u>Des Component</u>	<u>Actions</u>	<u>Outcome</u>
1. Establish a PRG comprising only of registered patients and use best endeavours to ensure PRG is representative.	The practice advertised for patients to volunteer to join PRG. Patients were advised to ask for a “Patient information pack” for more information and an application form. Geoff Wood and Laura Jones also spent a morning in reception to advertise on our behalf.	So far we have FIVE patients on the PRG. The patient’s are male and female and age range is from 32 years of age to 72 years of age.
2. Agree with the PRG which issues are a priority and include these in a local practice survey.	Laura Jones advised we can use the results of PE7 & PE8 to feedback to patients. The practice will look at the lowest scoring areas on this survey and include this in a local survey.	Feedback re PE7 & PE8 results to PRG meeting to be held on Monday 4 th July 2011 and choose which area to do local survey on.
3. Collate patient views through local practice survey and inform PCG of the findings.	The practice will look at the lowest scoring area from the national survey and produce a local survey to address any issues.	Practice Manager to discuss local survey with PRG and best way forward to implement this. <u>Perhaps the PRG would be able to take part in the local survey in practice and help collate results. PRG helped with survey in practice.</u>
4. Provide PRG with opportunity to comment and discuss findings of local practice survey. Reach agreement with PRG of changes in provision and manner of delivery of services. Where the PRG does not agree significant changes, agree these with the PCT.	To be reviewed when local survey has been done and results available.	Need to set up further meeting with PRG . Meeting held on 5 th September – 6.30pm. Results of local survey was fed back to members.
5. Agree with PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the PCT.	Discuss results of local survey with PRG and seek agreement to implement changes.	Make any changes where necessary. We have since updates our practice leaflet to make patients aware that Practice Nurses are available for Telephone Consultations.
6. Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement.	Publicise on Website/Jayex Board/Newsletter	Patients informed and all DES criteria met.

