

KIVETON PARK MEDICAL PRACTICE – PATIENT PARTICIPATION GROUP

Report in line with the requirements of the Patient participation directed enhanced service (DES) for GMS contract – Guidance and audit requirements for 2011/12 – 2012/13.

Step 6 (of the DES) : Publicise actions taken – and subsequent achievement.

a. Description of the profile of the members of the PPG

There are twenty members of the PPG all of whom are White British, the majority of members are retired and one is disabled.

b. The steps taken by the practice to ensure that the PPG is representative of its registered patients and where a category of patients is not represented, the steps the practice took in an attempt to engage that category

The formation plan for the PPG was pro-actively communicated to patients visiting both Kiveton Park and Harthill surgeries. Clinical and reception staff were equipped with copies of the flyer and questionnaire and raised the matter in conversation with patients and their carers. The patient base at the practice is predominantly White British with 19% being aged 16 or below, 61% aged 17 to 64 and 20% aged 65 and over.

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 questionnaire which was produced as part of raising the profile of the proposed PPG listed eleven clinical areas which might prove to be of interest to patients with the twelfth option being free format.

From those questionnaires which were returned before the inaugural meeting of the PPG a majority of respondents had indicated an interest in Carers Support. On that basis the PPG took the decision to survey carers registered with the practice.

d. The manner in which the practice sought to obtain the views of its registered patients

The PPG and management at the practice were in agreement that it was appropriate to undertake a survey of carers known to the practice and a sub-committee of the PPG compiled a questionnaire and covering letter. The practice then mailed these to those patients who were, according to the records, carers.

e. Details of the steps taken by the practice to provide an opportunity for the PPG to discuss the contents of the action plan

Results from those questionnaires which were returned were compiled by the practice and then discussed at the next meeting of the PPG. At that meeting the PPG decided on an action plan to be implemented with the agreement of and in co-operation with the practice.

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

The action plan is detailed in the separate Report on Survey of Carers (available on the practice website at www.kivetonparkmedicalpractice.co.uk and in paper form from the reception desk at Kiveton Park surgery) and outlines ways in which the PPG, in conjunction with the practice, will provide support to carers.

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

The Report on Survey of Carers provides an analysis of the responses to the questionnaire which was sent out to carers and, in particular, indicates the high proportion of those responding who are not aware of their rights as a carer. This was the evidence on which the action plan, to make carers more aware of their rights and support available, was formulated by the PPG.

h. Details of the action which the practice:

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

The actions to be taken in respect of the results of the local practice survey are fully detailed in the survey report.

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

The practice has worked with the PPG on the initial issue raised by the Group, looking at the provision of support for carers, and is actively working with members of the PPG to implement the action plan which the PPG has developed and agreed as a result of the Survey of Carers.

i. The opening hours of the practice premises and the method of obtaining access to services throughout the core hours

Full details on these matters will be found in the Practice Booklet and on the practice website www.kivetonparkmedicalpractice.co.uk

j. Where the practice has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients

Kiveton Park surgery offers extended opening times of up to 25 hours during the month. Patients can be seen by a nurse at Kiveton Park Monday to Friday between 18.30 and 19.00 by appointment.

Patients can be seen by a GP between 1830 and 1900 on at least 3 evenings during the week and can see a GP at Harthill surgery on at least 2 Tuesdays during the month between 0700 and 0800am by appointment.

