

Appendix 1: Local Patient Participation DES Component Plan Template

PATIENT PARTICIPATION DIRECTED ENHANCED SERVICES

To be completed by practice and returned to susan.dunnicliff@nhs.net or patricia.wood3@nhs.net no later than 31st March 2014

Practice P Code	P81087
Practice Name and Address	Over Wyre Medical Centre, Wilkinson Way, Preesall, Poulton-Le-Fylde, Lancs, FY6 0FA
Contact	John MacPhee
Telephone Number	01253 810722

Posting to the website by or before the 31 March 2014 is the responsibility of the practice The report must have been completed and published on the practice's website no later than 31 March 2014. No payments will be made to a practice under the terms of this DES if the report is not published on the website by 31 March 2014.

Practice to confirm the practice has an open list from 1 st April 2013 to 31 March 2014	Yes
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Component 1: Develop a PRG

Practice Population Profile
<p>Please demonstrate how the PRG is representative by providing information on the practice profile which could include age, sex, ethnicity, levels of unemployment, numbers of carers and working patterns of patients</p> <p>-5599 females:</p> <ul style="list-style-type: none"> -413 under 09 years -457 10-19 years -448 20-29 years -425 30-39 years -668 40-49 years -807 50-59 years -988 60-69 years -814 70-79 years -465 80-89 years -110 90-99 years -004 100+ years

5426 males:

-433 under 09 years
-533 10-19 years
-481 20-29 years
-454 30-39 years
-651 40-49 years
-780 50-59 years
-936 60-69 years
-762 70-79 years
-351 80-89 years
-45 90-99 years
-000 100+ years

Over Wyre Medical Centre has the highest age prevalence in the Fylde and Wyre locality and this is reflected in the Practice Population Profile above. Also of note is that patients from East Lancs cities come to our area to retire.

Our semi-rural location has a vast majority demographic of White British patients. It has low levels of unemployment compared with surrounding urban regions and we have 61 Registered Carers on our Patient List.

PRG Profile

Please demonstrate how the PRG is representative of the practice profile by providing information on the PRG profile.

Gender and age**-20 females:**

-0 under 09 years
-0 10-19 years
-0 20-29 years
-1 30-39 years
-1 40-49 years
-2 50-59 years
-8 60-69 years
-8 70-79 years
-0 80-89 years
-0 90-99 years

14 males:

-0 under 09 years
-1 10-19 years
-0 20-29 years
-0 30-39 years
-0 40-49 years

- 4 50-59 years
- 4 60-69 years
- 3 70-79 years
- 1 80-89 years
- 1 90-99 years

Differences between the practice population and members of the PRG

Please describe what efforts the practice has made to reach any groups not represented

Most Group members are over 50 years old and this is not particularly surprising as 54.98% of the practice population are over 50 years of age. This trend is representative of the practice population as a whole. Over Wyre Medical Centre is a semi-rural practice with an elderly patient population with a vast majority demographic of White British patients who are retired. This is the majority demographic determined by the location where Knott End and surrounding areas are considered a desirable location to retire to. However, Over Wyre Medical Centre has made efforts to reach the under 50 age group by advertising on its website and calling for membership via the local Over Wyre Focus (Green Book) publication. For the last two months we have held a monthly CCG supported Listening Café in our Waiting Room. These Listening Cafes have been very productive and we have had a PPG member present. One small success was the recruitment of a 19 year old female and a 44 year old female to our PPG. We have another Listening Café scheduled at Knott End Library later this month where we hope to capture some younger members. The Practice will continue in its endeavour to reach any groups not represented.

Component 2: Agree areas of priority with the PRG

Priorities

Please confirm the range of areas which were included in the survey

http://www.overwyremc.co.uk/website/P81087/files/patient_forum_minutes_11_09_13.pdf

At our meeting on Wednesday 11th September 2013 (link above) all PPG members were invited to constructively brainstorm areas to improve the service provided and agree which issues are a priority and include these in a local practice survey. This stimulated some excellent points of discussion and the following range of areas were included in the survey:

- About Receptionists and Appointments
- Thinking of times when you want to see a particular doctor
- Thinking of times when you are willing to see any doctor

- Thinking of your most recent consultation with a doctor or nurse
- About opening times
- About seeing the doctor of your choice
- How good was the last GP you saw
- How good was the last nurse you saw
- About care from your doctors and nurses
- Thinking about the care you get from our doctors and nurses overall, how well does our practice help you
- Tell us a little about yourself
- Add any other comments or suggestions which you would like to make about our GP practice

Was there engagement with patients outside of the PRG when developing the range of areas and if so, how was this undertaken

Our PPG members canvassed the thoughts of their friends and neighbours to know what range of areas was important to our Patient Population before deciding on the Survey Questions.

Were the priorities agreed by the PRG and if so, please provide evidence i.e. minutes or email (please embed evidence into this form)

The Over Wyre Medical Centre created its Patient Survey questions through patient involvement and decision making, using a formal framework and specific milestones.

Key aspects were to canvass patient views via our Patient Participation Group, and use these views to decide on questions to be used within our Practice Survey. All questions were agreed with the PPG members and it was also agreed to consult with the patient group prior to the publication of the survey results on the practice website. (Please see attached Minutes of our meeting on Wednesday 11th September 2013 or link below).

http://www.overwyremc.co.uk/website/P81087/files/patient_forum_minutes_11_09_13.pdf

Component 3: Collate patient views through use of a survey

Patient Views

Please describe the method of survey undertaken, how it was cascaded and how many were cascaded (Please note the survey should be cascaded wider than the PRG)

This Survey was produced by Over Wyre Medical Centre following consultation with our Patient Participation Group. Every effort was made to maintain neutrality in the Survey. All information supplied was treated responsibly and anonymity preserved. No restricted or sensitive information was exposed in the analysis.

Over Wyre Medical Centre used a combination of paper surveys and utilised the web-based survey facility on our website. We knew in advance that we would not reach those patients without computers, so we placed paper copies of the Survey on our Reception Desk and at the Local Library. We advertised the Surveys in the local Over Wyre Focus (Green Book) publication and on the Jayex Board. It was decided that the survey would be a minimum of once per year.

All patients entering the surgery were asked to participate in providing answers, comments and suggestions within the context of the Patient Survey.

Please embed a copy of the survey

Please click on the link below to access a copy of Over Wyre Medical Centre's Practice Survey Form.

<http://www.mysurgeryoffice.co.uk/psurvey.aspx?p=166692&a=P81087>

Please embed a copy of the analysis undertaken by the practice

Please find attached copy of Over Wyre Medical Centre's analysis of the Practice Survey Results or link below:

http://www.overwyremc.co.uk/website/P81087/files/Patient_Survey_2013.pdf

http://www.overwyremc.co.uk/website/P81087/files/Survey_Results_Comments_-_December_2013.pdf

The survey was analysed internally and the Patient Forum was provided with the survey results as the basis for a discussion meeting, where both the practice priorities from the survey were presented, and the priorities identified by the Patient Forum were discussed. The survey results were posted via the website and announced to the practice population via the local Over Wyre Focus (Green Book) publication.

Component 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services

Survey Outcome

Please describe how the outcome of the survey was discussed with the PRG

(please embed copy minutes or email)

Please see attached Minutes of our meeting on Wednesday 11th December 2013 or link below:

http://www.overwyremc.co.uk/website/P81087/files/patient_forum_minutes_Dec13.pdf

At our December meeting we went through each question of the Practice Survey and highlighted the statistical data which had been gathered and encouraged open discussion from the Patient Forum. The statistical data included answers, graphs and comments and were added as an Annex to the minutes and copies were given to the Patient Forum members for their retention.

The main focus of the results tended to centre around:

- Online Appointments for Hambleton
- Review text message reminders
- Booking in at incorrect place
- Appointment system
- Telephone system
- Access
- Reception / administration issues

The results of the Patient Survey stimulated lively and constructive conversation.

The Practice asked the Patient Forum for their thoughts on the proposals with a view to reaching agreement with a change in provision and how services are delivered. Initial feedback from the Forum members was positive and they agreed in principal for all the changes to take place as they were a direct response to the wishes of the patient population who took part in the Survey and the initial improvement thoughts as voiced by the Patient Forum.

Over Wyre Medical Centre invited all Forum members to agree an Action Plan setting out the priorities and proposals arising out of the Practice Survey. This action plan was agreed with the Forum members and the change in provision was endorsed by the Group members.

Were there any significant changes required that had been identified from the survey, if yes, please provide further detail and confirm agreement has been sought from NHS England (i.e. opening hours or contractual changes)

As a direct result of the findings of the Patient Survey and consultation with the Patient Forum, several new initiatives were agreed. Over Wyre Medical Centre proposed that the Practice would look to secure the services of an additional Nurse with a view to easing pressure on appointments. It is also of note that the Survey highlighted that the IT infrastructure at our Hambleton Branch Surgery was not fit for purpose to support initiatives such as online

appointments. As a direct result of the Survey, we are now bidding to replace the inadequate existing BT N3 (centrally funded) link at Hambleton. The existing link provides less than 2Mb connectivity and the national contract and local infrastructure does not afford us the opportunity to increase its size without buying a replacement “point to point 10Mb Ethernet circuit”.

Component 5: Agree action plan with the PRG and seek PRG agreement to implementing changes

Action Plan

Please embed a copy of the action plan agreed with the PRG highlighting any changes including timescales

Please click on the link below to access the agreed action plan:

[http://www.overwyremc.co.uk/website/P81087/files/OWMC_Action_Grid_from_patient_forum_held_11_Dec_2013_\(3\).pdf](http://www.overwyremc.co.uk/website/P81087/files/OWMC_Action_Grid_from_patient_forum_held_11_Dec_2013_(3).pdf)

Component 6: Publication

Publication

Please confirm that the Local Patient Participation report has been published on the practice website and includes the criteria set out in component 6 (A – J inclusive) and embed a copy into this form

The Local patient participation report is posted via the website and announced to the practice population via the local Over Wyre Focus (Green Book) publication. The practice intends to update the practice population on subsequent achievements by the same method of publication.

Please provide a hyperlink directly to the local patient participation report published on the practice website (*NB if the practice does not have their own website, one should be developed, reimbursement will not be initiated for publication on any other website such as NHS Choices*)

http://www.overwyremc.co.uk/website/P81087/files/Patient_Forum_Evidence_Report_2013.pdf