

# **The Alston Medical Practice**

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## **Patient Participation DES Report**

### **Key Objectives**

The purpose of the Patient Participation DES (Direct Enhances Services) is to ensure that patients are involved in decisions about the range and quality of services provided and, over time, commissioned by their practice. It aims to encourage and reward practices for routinely asking for and acting on the views of their patients. This includes patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as gatekeeper to other services. The DES aims to promote the engagement of patients through the use of effective Patient Participation Groups (PPG) and to seek views from practice patients through the use of a local practice survey. The results of the survey will be published on the practice website.

#### **Step 1**

##### **Develop Patient Participation Group**

Alston Medical Practice is a training practice which has a practice population of 2287 as of March 2014. The age/sex breakdown is detailed at the end of this report.

We are open between 8.30 am and 6.30 pm Monday, Wednesday and Friday and 8.30 am and 4.30 pm on Tuesday and Thursday. Between the hours of 6.30 pm and 8.00 am and weekends out of hours care is provided by CHOC (Cumbria Health On Call).

Our Patient Participation Group was established at the end of 2013. The group at the moment comprises 6 men between the ages of 41 and 71 and 4 women between the ages of 46 and 72. Two members have recently withdrawn from the group and we will be actively trying to recruit two new members by way of our practice newsletter/website. We will have an open invitation on our website page which offers patients the opportunity to join.

#### **Step 2**

##### **Agree Areas of Priority with PPG**

One of the first priorities of the group was to discuss the questionnaire format for the practice survey. It was decided to use the standard GPAQ survey as recommended for DES with the addition of an appendix focusing on care and carers.

#### **Step 3**

##### **Collate Patient views through the use of a Survey**

The survey was carried out in February 2014. This ran for 5 days and 60 patients were given the survey. The surveys were forwarded to InTime Data Ltd for collation of data.

**Step 4****Provide the PPG with opportunity to discuss survey findings and reach agreement with the PPG on changes to services**

All PPG members were sent or emailed the results of the survey prior to the meeting.

The results were discussed at the meeting and it was unanimously felt that the results were very positive.

The one negative comment at the end of the survey was discussed and this was being investigated by the Practice.

**Step 5****Agree action plan with the PPG**

No actions were necessary as a result of the survey.

**Step 6****Has the practice published a PPG report on the practice website**

The results will be published before 31<sup>st</sup> March, 2014.