

Darwen Healthcare Patient Reference Group Annual Report November 2015

Foreword

I am delighted to be able to introduce the second annual summary report for publication on Darwen Healthcare in partnership with our Patient Reference Group (PRG).

Again, much has been done over the past year to transform our approach to involving patients, carers and the communities that we serve to inform both our decision making and the patient experience for the better.

This report brings together the views of a cross section of the practice that has resulted in meaningful changes to our services or helped us plan for improvements in the future via an action plan.

We have a dedicated and innovative management team who have done a great job to engage, support and drive forward the PRG. But thank you must go to everyone who has become involved in the PRG, especially all members who have given their time to share their views.

Dr C Dalton
Lead Partner for PRG

Chairperson's Executive Summary

Patient Reference Group

Welcome to our second Patient Reference Annual Report put together with support from the staff of Darwen Healthcare whom I thank for their time and effort. My name is Tracy Jones and I was elected as Chair of the re-launched Patient Reference Group in November 2013. Part of my role involves regularly meeting with the Ann Neville, Practice Manager and staff and hearing about the work involved in the practice. Whilst within the practice I look at the noticeboards at information being displayed and often listen to patient view within the waiting room.

Who are the Patient Reference Group?

We are a group of patients registered at Darwen Healthcare who see their main voluntary purpose to be to:-

- Represent the varied views and voices of patients, their carers and patient groups within the practice.
- Support the GP's and allied staff in their attempts to meet those needs so far as is reasonable and practicable being mindful of the difficult financial constraints of the NHS.

We are not very big in size but have grown slightly in size over the past year and aim to be a group of people who are truly representative of the demographics of the practice and as such acknowledge that the group will evolve as patient demographics change.

One of our main areas of work agreed for the forthcoming year is to continue the group's effort to attract young people and our patients who may have disabilities. Ensuring all age groups are represented, not only in joining the group but enthusiastically participating in activities that will assist with issues such as health promotion, prevention of disease and where appropriate, support in self-care strategies. It was also pointed out that the group is not a forum for airing personal complaints. There already exists a specific procedure in place which is there to assist patients in this process and guarantees that any concerns are investigated fully, being dealt with in a fair and transparent way within a reasonable, specified timescale.

Much work has been completed and we will continue to meet bi-monthly on a Monday evening to discuss issues that are of importance to patients and identifying ways of making a positive contribution to the services and facilities offered by the practice.

The group would love to receive any comments and issues that are of importance to you. Are there any things that you would like more information on? Please get in touch contacting us by writing into the practice but headed for attention of the Patient Reference Group. Better still become part of the group. We would dearly love to hear from younger patients (aged 16-35 years).

The group has been active in the decision making process within the Practice.

If there is anything you would like to bring to our attention please email us on darwen.healthcare@nhs.net

The Patient Reference Group (PRG)

The purpose of the Patient Reference Group (PRG) is to ensure that patients are involved in decisions about the range and quality of services provided and over time, commissioned by the practice.

PRGs are good for patients because:

- Patients are consulted before decisions are made
- Patients have a forum to suggest positive ideas and voice concerns
- Patients benefit from improved communications with staff

PRGs are good for the practice because:

- GPs and staff are able to plan services jointly in order to increase their efficiency
- They provide a forum to voice concerns, ideas and suggestions to patients
- They present an avenue to get closer to the community for whom the practice care

Patient Involvement will:

- contribute to the continuous improvement of services
- foster improved communication between the practice and its patients
- provide practical support and help to implement change

Patient Reference Groups are not:

- a forum for complaints
- or a vehicle to resolve one's own personal issues

Supporting the PRG

The table below lists the 5 key steps that have been achieved this year in partnership with the PRG group.

Step	Detail	Action	Status
(1)	Develop a Patient Reference Newsletter and advertise quarterly	First Newsletter created March 2015	√
(2)	Raise awareness of Failed to Attend Rates for GP Appointments and then progress to raising awareness for Failed to Attend Rates for Nurse Appointments.	Practice Manager to purchase Iplato Test Messaging Service and advertise the Failed to Attends monthly on Waiting Room Noticeboards, Jayex LED Screens and the Darwen Healthcare Website.	√
(3)	Collate patient views through the use of survey	PRG to agree Patient Survey Questions for December 15 Survey.	√
(4)	Actively recruit more members in the 16-35 age group	Actively advertise for new members via website, newsletters and noticeboard. One new member recruited from December 15.	In Progress
(5)	Hold PRG Awareness Events	First PRG Awareness Day held in August 2015 raising Blood Pressure Awareness and the use of the Health Monitor.	√
(6)	Streamline the prescription request and issue process and raise awareness of our Practice Pharmacist.	Prescription Leaflet to be designed. Practice Pharmacist recruitment in process. Medication Review Appointments with our Pharmacist.	In Progress

TABLE 1 – 3 and 5 Key steps that have been achieved in 2014-2015

The Patient Reference Group met throughout the year bi-monthly and agreed the following:

- The creation of a Patient Reference Newsletter
- Raise Awareness of Failed to Attend Appointments and implement a Failed to Attend Policy
- Create an agreed Patient Reference Group Survey
- Recruit more members
- PRG Awareness Events
- Streamline the Prescription Process, develop a Patient Prescription Leaflet and introduce the Practice Pharmacist to patients.

Raising the profile of the PRG

Despite advertising the request for virtual PRG Members the practice had been unsuccessful in receiving any names. The practice will re-advertise via the next Patient Reference Newsletter and through the active recruitment process for example use of LED screen, leafleting, canvassing notices on front desk etc. etc.

The PRG are currently actively involved in the generating of a Patient Reference Survey and jointly agreed the key priorities being consulted on within the survey:

- Prescription Ordering and Issue
- Receptionist knowledge and helpfulness
- Failed to attend Appointments
- Increased online access

Patient Survey

The results of the Patient Reference Group Survey will be publicised in January 2016 along with an action plan.

Practice Manager's Summary

The Practice through supporting and working alongside its Patient Representative Groups is now in the position of being able to publish its second annual PRG report detailing what public and patient involvement there has been over the last year. As a consultation group the PRG has grown slightly thereby ensuring that decisions which are made by the practice are underpinned by a clear understanding of public views, concerns and aspirations.

Within the report we have published information in connection with

- the profile of the PRG and the steps taken to ensure that the PRG is representative of the practice
- details of the PRG involvement in the creation of the Patient Reference Group Survey
- results of the patient survey and particulars of dialogue of findings and agreed service changes to be reported in January 2016
- a subsequent agreed action plan setting out the proposals arising out of the practice survey results
- details of any issues that arose in the survey that cannot be addressed in the action plan and the reasons why
- Details of where this Report has been published and also details of the Practices opening hours and how patients can access services

This report is not an exhaustive audit of the PRG involvement in the practice but instead it is intended to highlight some of the pieces of work we are particularly proud of. Now is not the time to reduce our efforts or lose our focus on consulting people and communities so why not give us your views on what you would like to see improved or changed within the surgery. Do you have ideas that we, as a practice group could benefit from? If so, please contact us by asking Reception for a 'Comments' form or emailing darwen.healthcare@nhs.net

I would like to take this opportunity of thanking all the PRG Members for their support, commitment and hard work during the last twelve months and look forward to your continued support during the coming year.

A Neville (Practice Manager)