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| Requirement 1 |
| *Provide a description of the profile of the members of the PRG* |
| The Patient group currently has a profile of over 60’s who are retired or semi- retired. The Patients all visit the surgery regularly to obtain prescriptions and medication and on average visit the GP 3 – 6 times per year. Within our Patient group we have the chair and vice chair of the Shepway patient group which is proving to be an excellent communication tool for the patients, with positive comments received. We have 11 members that attend meetings and are keen to receive a variety of updates from the Shepway group and we have 35 virtual members.  |
| Requirement 2 |
| *Detail the steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category* |
| The surgery has advertised the patient group on prescriptions, new patient questionnaires, on posters in reception as well as verbally by reception staff and patient group members themselves. Meetings are held in the evening as feedback from group is that this is suits the majority. It is felt that family commitments and time makes people less willing to join the group. On developing the surgery website further consideration will be taken as to how we can promote the patient group and get new members involved.  |
| Requirement 3 |
| *Provide details of the steps taken to determine and reach agreement on the issues which**had priority and were included in the local practice survey* |
| It was agreed that the survey should be based on previous years to allow for comparison. The group then individually reviewed survey and made comments and suggestions which were collated by practice manager. These ideas were added to draft survey which was then reviewed and agreed by the group.  |
| Requirement 4 |
| *Describe the manner in which the contractor sought to obtain the views of its registered**patients* |
| Patients invited to join patient group via posters, prescription messages, leaflets and verbally. Comments box open all the time in reception for feedback. Patient group is open to all patients and operates open discussion.  |
| Requirement 5 |
| *Detail the steps taken by the contractor to provide an opportunity for the PRG**to discuss the contents of the action plan* |
| At the meeting held on 26th Feb 2014 the practice survey was discussed in general. It was agreed that certain areas would be taken forward and the patient group would communicate via email to agree action plan and outcomes of survey. Via posters and reception staff it is made clear that any patient wishing to share opinion or views are welcomed in either writing or personally and time can be arranged at a mutually convenient between patient and practice to accommodate this.  |

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| Requirement 6 |
| *Provide details of the action plan setting out how the findings 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* |
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| **Category**  | **Objectives**  | **Action**  | **Timetable** |
| Patient Access  | To ensure that patients are aware of the services available with regards to being able to book appointments and order repeat prescriptions online | Continue to advertise patient access services via posters, leaflets, new patient registration process, prescriptions, surgery website | Immediate and on-going  |
| Website  | To develop the website with the PPG, ensuring it is user friendly and contains useful and relevant information.  | Meet with sub group of patient group to review current website and discuss suggestions and ideas brought forward and ensure that it is regularly maintained and updated. | Meeting to be scheduled for April 2014  |
| Phones  | To have a call waiting system so patients know where they are in the queue when they contact surgery | Telephone systems to be reviewed in conjunction with branch surgery development to ensure that we then have the most effective communication between the two sites as well as a developed call waiting system  | 6 – 12 Months  |
| Premises  | To develop the branch site at Hawkinge allowing surgery to provide extra services and clinics  | Continuing work and development with NHS England to complete processes and criteria that are necessary to complete project  | 6 – 12 Months  |
| Emergency Access  | To ensure patients have an understanding of the services available, other than GP, A&E etc.. when needing advice or treatment about their health needs Ensure patients have an understanding of costs to surgery in relation to A&E visits.  | Advertising the Health Now app through posters and cards that have been issued by CCG Include information on surgery website  | Immediate and on-going 3 – 6 Months  |

Action Plan  |

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| Requirement 7 |
| Provide a summary of the evidence, including any statistical evidence, relating to the findings or basis of proposals arising out of the local practice survey |
| - See survey summary  |
| Requirement 8 |
| *Confirm details of the action which the contractor,**i. and, if relevant, NHS England, intend to take as a consequence of discussions with**the PRG in respect of the results, findings and proposals arising out of the local**practice survey**ii. where it has participated in the Scheme for the year, or any part thereof, ending**31 March 2013, has taken on issues and priorities as set out in the Local Patient**Participation Report* |
| * Patient Access
* Development of branch surgery
* Review of website
* Email communication
* Further review of call waiting and telephone systems
 |
| Requirement 9 |
| *Detail the opening hours of the practice premises and the method of obtaining access to**services throughout the core hours* |
| The surgery currently is open from 8.00 – 18.30 and remains open during lunchtime. During opening surgery is accessible via telephone or in person. The surgery is open on Thursday evening until 20.30 for extended hours with GP and Nurse.  |
| Requirement 10 |
| *Clarify where the contractor has entered into arrangements under an extended hours**access scheme, the times at which individual healthcare professionals are accessible to registered patients* |
| The surgery is open for extended hours on a Thursday evening until 20.30 with the GP and Nurse. Dispensing services are available.  |