

**HARDWICKE HOUSE GROUP PRACTICE
D83060**

Patient Participation Report 2014/15

1. Our Patient Participation Group

Our PPG was created in 2011 and developed from just a small gathering of patients to a more formal group that now has a Constitution and Terms of Reference for the Committee. ***The patients have taken ownership of the Group*** and practice staff are ex officio members; patients set the agenda and run the group themselves.

While the group started small and still does not yet represent younger patient age-groups, numbers have grown in the last 12-months and the Group continue to pursue membership by unrepresented groups of patients.

The practice has a very small ethnic population, some 1.7% of patients as defined by the latest Census and NHS data coding, spread across a number of ethnicities. Numbers in any ethnic group are not statistically significant and, while everyone is welcome to join the Group, it is felt that addressing other sections of the community to be more important, e.g. young mothers, working-age men, those who are deprived (Public Health definition as per their Annual Report) and those identified from the previous practice survey. Rurality and isolation are of greater concern.

Also, the practice now serves 22,800 patients and is seeing an increase in patients who live within Sudbury town following the move of a neighbouring practice to a location on the edge of town.

The practice uses various events and approaches to engage patients who may be isolated, such as those with Learning Disabilities and Carers, the engagement with Suffolk Family Carers and their presence in the practice on a weekly basis, promotion of engagement at our annual Influenza Campaign Walk-In Clinics, &etc.

2. Method and Process for Agreeing Priorities for the Local Practice Survey

The practice survey was developed by the Group but has largely been superseded by the Friends & Family Test that became a statutory requirement this year. The FFT and annual audit conducted by NHS England are currently our principal means of determining patient satisfaction with services the Practice provides.

This may well change as the above surveys/audits are less informative on specific areas of provision and targeted surveys are likely to be conducted in future, e.g. the Practice consulted its PPG on its application to the Prime Minister's Primary Care Infrastructure Fund and will engage patients again should this application be successful.

Some members of the PPG are also members of the WSCCG Patient Engagement Group and this is helpful when discussing and setting priorities.

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3. Details and Results of the Local Practice Survey

The last annual survey was conducted in 2014 across all five practice surgeries and was helpful in setting priorities and in educating the PPG in how services are delivered across the five surgeries.

With the introduction of the FFT, results of monthly returns are available online and are displayed in our surgeries.

4. Discussing Survey Results with the Patient Reference Group (PRG)

The Group meets every other month and the results of both the national audit and our first FFT were discussed at our meeting on 6th February 2015, as were comments made on NHS Choices.

5. Agreeing an Action Plan with the Patient Reference Group (PRG)

The PPG is run by patients and the practice has stepped back from day-to-day management of the group, feeling that a more independent Group to be more effective in monitoring the performance of the practice, negotiating with and being an instrument of change where the Group feels this necessary, and in improving the quality of engagement by patients with all NHS services.

The relationship has developed to the point that an annual plan has become too unresponsive and actions are identified at bi-monthly meetings and progress feedback to the group at subsequent meetings.

6. Publishing the Local Patient Participation Report

Minutes of PPG Committee meetings and analysis of the various practice surveys/audits are uploaded to our existing website as soon as they are produced by the Group and approved for publication.

7. Practice Declaration

The Practice confirms that the above report is a true and accurate reflection of the work undertaken as part of the Participation DES 2014/15 .

Signed and submitted to the PCT and published on the Practice website on behalf of the Practice by:

Name: David Cripps Signed:

Surgery code: D83060 Date: 27 February 2015

Website: <http://www.hardwickehousesurgery.co.uk/>

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