

Framlingham Medical Practice D83026

Patient Participation Report 2013/14

1. Our Patient Participation Group

1.1 If this is the first year of your PRG, has a constituted structure been developed to reflect the practice population and to obtain feedback? How were representatives sought and what work was carried out to engage with any underrepresented groups?

1.2 If this is not your PRG's first year, is the PRG still representative of the practice population? If there are underrepresented groups, how does the practice try to engage with them?

The group has been established since 2012. Discussions have taken place with the PRG on the adequate reflection of practice profile in the membership and suggestions have been put forward, this is being reviewed again in 2014 and will be reviewed annually.

2.1 How were the views of the PRG sought to identify the priority areas for the survey questions i.e a meeting, via email, website etc?

Meetings are held on a regular basis, where views and concerns are gathered, any patients issues identified in the interim are discussed at the meetings. Questions for the patient survey were discussed at these meetings

2.2 How have the priorities identified been included in the survey?

The areas of concern were included in specific questions pertaining to the areas highlighted by the PRG and other patient interactions in patient survey during the year.

3.1 Was a survey carried out between 01.04.13 and 31.03.14?

Survey was carried out during Dec 2013

3.2 What method(s) were used to enable patients to take part in the survey (i.e survey monkey, paper survey, email, website link) and why?

CFEP provide services pertaining to the survey on an annual basis

3.3 Was the survey credible (was the response rate sufficient to provide 'the reasonable person' with confidence that the reported outcomes are valid)?

208 patients completed the questionnaire

3.4 Please provide a copy of the survey and the analysis of the results of the survey.



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4.1 How were the survey results discussed with the PRG and any proposed outcomes agreed?

The results of the survey were discussed with the PRG and agreement was reached on the areas of concern. The PRG was extremely helpful in providing options for solutions to the problems identified.

5.1 What action plan was agreed and how does this relate to the survey results?

Agreed Key Actions

Notice Board for patients and review information on notice boards

Photoboard

Updating website

5.2 How was the PRG consulted to agree the action plan and any changes?

Survey was discussed at meetings and continues to be reviewed at every meeting

5.3 If there are any elements that were raised through the Survey that have not been agreed as part of the action plan what was the reason for this?

All significant issues raised are included as part of the action plan

5.4 Are any contractual changes being considered? If so please give details and confirmation that these have been discussed with the AT.

None

6.1 Are there any further actions that have occurred from the:

2011/12 Action Plan

None

2012/13 Action Plan

Reception staff training

Improve waiting area

6.3 What are the practices opening hours and how can patients access services during core hours (8am-6.30pm)

Patients can access the following

Monday	8.00am – 6.30pm
Tuesday	8.00am – 6.30pm
Wednesday	8.00am – 6.30pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm

Face to face consultation
Telephone consultations
Book on Day
Book in Advance 6 weeks
Emergency Duty Doctor Mon to Fri

6.4 Do you provide extended hours? If so, what are the timings and details of access to Health care Professionals during this period.

Monday 7am – 9 am – 18:30 to 20:00
Wednesday 18:30 to 19:00