



NHS
West Sussex

Patient Participation DES 2011-12

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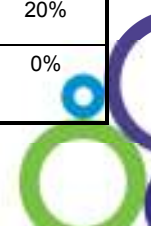
Validation and payment

NHS
West Sussex

Practices will receive an overall payment of £1.10 per registered patient weighted according to number of steps achieved

Step 1: Develop a Patient Reference Group (PRG)	20%
Step 2: Agree areas of priority with the PRG and include in survey	20%
Step 3: Collect patient views via local practice survey and inform PRG of findings	20%
Step 4: Discuss survey findings with the PRG and agree changes needed	20%
Step 5: Agree Action Plan with PRG	20%
Step 6: Publicise a Local Patient Participation Report on the practice website outlining actions taken and subsequent achievements	0%

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Step 1: establish a PRG

- Only include registered patients
- Use practice profile information as the basis for representativeness – you will need to provide this information to Contracts on request
- If PRG is not totally representative, you will need to provide evidence of efforts taken to make it representative
- Keeping an audit trail is crucial – document what you do as you go along
- The number in the PRG is not the main focus; representativeness and efforts to achieve this are more important



Steps 2 & 3: agreeing priorities and holding the survey

- Whether paper survey or electronic, ensure it is not too long or people will not complete it
- Include questions based on:
 - PRG priorities and issues
 - practice priorities and issues
 - planned practice changes
 - CQC and other national issues
 - commissioning priorities and issues
- Contracts expect to see at least 50 survey responses for every whole time equivalent GP in your practice



How to manage the survey?

- In-house?
 - Pros: practice maintains complete control
 - Cons: time-consuming, need expertise in analysis, cost of stationery, postage, etc
- Online?
 - E.g. survey monkey
 - Pros: relatively cheap (annual or monthly charge), easy
 - Cons: need to design the survey and send out the link, may need paper version too
- Survey company?
 - E.g. CFEP, Patient Dynamics (analyse GPAQ)
 - Pros: they handle everything, including chasing non-respondents
 - Cons: cost, need to have agreement to access patient details, etc



Steps 4 & 5: discuss findings and agree Action Plan

- Provide your PRG with the opportunity to comment on and discuss your survey findings
- Reach agreement with the PRG on what needs to change as a result
- If the PRG does not agree to any significant changes, agree these with the PCT
- Agree an Action Plan with the PRG, that includes priorities and proposals as a result of the survey
- Seek PRG agreement to implement changes (inform PCT if appropriate)



Step 6: publish report

- Must be done by 31 March 2012 - you will not receive any funding if this deadline is missed
- Report must be published on your own website – not only on your NHS Choices page
- Must include (see pages 14-15 of DES Directions):
 - Description of the profile of the PRG
 - Efforts to ensure its representativeness or attempts to engage a cross-section of the patient population
 - How the PRG was involved in at all stages
 - How priority issues were agreed
 - How the survey was conducted
 - A summary of the evidence, including statistical analysis if appropriate
 - Practice opening hours and methods of access, including extended access if appropriate



Next steps

- New DES Directions – link:
http://www.dh.gov.uk/en/Publicationsandstatistics/Legislation/DH_125872
- Useful information (will be available electronically)
 - Setting up a patient group – see NAPP website:
<http://www.napp.org.uk/>
 - How to design a survey/survey questions
 - Online surveys/survey companies
 - Setting up a website – advice/support is available from Communications colleagues
 - Contracts Audit Form

