



The Patient Participation Directed Enhanced Service: Frequently Asked Questions

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| <p>What is the Patient Participation Directed Enhanced Service (PP DES)?</p> | <p>The PP DES went live on 1 April 2011. This is a two year DES effective until 31 March 2013. The purpose of the PP DES is to improve the involvement of patients in decisions about the quality of services provided by the practice.</p> <p>It aims to encourage and reward practices for routinely asking for and acting upon patient feedback.</p> |
| <p>How much funding is available?</p> | <p>Practices will be paid £1.10 per registered patient, each year, based on achieving various steps.</p> |
| <p>What are the steps we need to go through to obtain the funding?</p> | <p>To qualify for the full £1.10 per registered patient, practices will need to go through 6 steps. Each step is weighted; therefore payment of the full £1.10 per registered patient is dependent on the weightings of the steps successfully completed. The steps are:</p> <ol style="list-style-type: none"> 1. Develop a Patient Reference Group (PRG) – 20% weighting. 2. Agree areas of priority with the PRG and include in a patient survey – 20% weighting. 3. Collect patient views via a survey amongst the practice’s registered patients and inform PRG of the survey findings – 20% weighting. 4. Discuss the survey findings with the PRG and agree changes needed – 20% weighting. 5. Agree an Action Plan with the PRG – 20% weighting. 6. Publicise a Patient Participation report on the practice website outlining actions taken and subsequent achievements – 0% weighting. |

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| <p>Do we have to complete all 6 steps to qualify for the payment?</p> | <p>Payments will be based on the number of steps successfully completed, based on the weightings.</p> <p>Payment for the achievement of a component is dependent on the previous component having been successfully completed.</p> <p>However, failure to publish a report on the practice website in time will result in no payment being made for the year concerned. This means the practice could successfully complete steps 1 to 5 but receive no payment if the report is not published on the practice website in time.</p> |
| <p>What is the deadline for publication of the report?</p> | <p>The Patient Participation report must be published on the practice website no later than 31 March in year the PP DES. So the first report must be published no later than 31 March 2012.</p> <p>Failure to publish a report on the practice website by the 31 March deadline will result in no payment being made for the year concerned.</p> |
| <p>What if my practice does not have a website?</p> | <p>The PP DES guidance clearly states that <i>“where a practice does not already have a website, one must be set up”</i>.</p> <p>It would not be sufficient to publish the report on the practice’s pages on NHS Choices.</p> |
| <p>When will the PP DES payment be made?</p> | <p>Payments will be no later than May 2012 (year 1).</p> |
| <p>How many patients should there be on the PRG?</p> | <p>The PRG does not have to a prescriptive number of patients or be a certain percentage of registered patients.</p> <p>The important factor is whether the PRG represents a broad cross section of the registered patients. Practices will be expected to use practice profile information to determine how the PRG can be made representative.</p> |

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| <p>What if we can't recruit the right people to make the PRG representative?</p> | <p>The PCT recognises that making the PRG representative will be a significant challenge.</p> <p>If the PRG is not representative, practices will need to provide evidence of the efforts made to make it representative, e.g. contacts made with community groups or faith groups. Keeping an audit trail is crucial. Document what you do as you go along.</p> <p>A good idea would be to set up a virtual PRG, that is, a group you contact via email. This would help to include people who can't attend face to face meetings, e.g. people in work, people with mobility difficulties.</p> |
| <p>What if we already have a practice patient participation group?</p> | <p>Over 50% of practices in West Sussex already have a patient participation group. If you are one of these practices you have could try enhancing the existing group to make it representative. If this is not possible you could set up an additional virtual group to enhance representation.</p> |
| <p>When we conduct our patient survey, how many responses do we need to receive?</p> | <p>The PCT will expect to see at least 50 survey responses for every whole time equivalent GP in your practice.</p> <p>You could conduct a survey via email, hand out surveys to patients visiting the practice, post surveys out to patients or a combination of all three.</p> <p>Whatever option you choose, to receive 50 responses it is advisable to send out 150 survey questionnaires.</p> |
| <p>What if we have a lot of whole time equivalent GPs? Do we still have to get 50 survey responses per GP?</p> | <p>Yes, the PCT will still expect to see 50 survey responses for every whole time equivalent GP. However the PCT does recognise the differences in GP whole time equivalents between practices. These will be accounted for when calculating the DES funding.</p> |

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| <p>What type of questions should we ask in our patient survey?</p> | <p>It is advisable to Include questions based on:</p> <ul style="list-style-type: none"> - The PRG's priorities and issues - The practice priorities and issues and planned practice changes - Coastal West Sussex Federation commissioning priorities and issues. <p>Whatever combination of questions you choose; the golden rule is to ensure the survey questionnaire is not so long that patients will be put off completing it.</p> |
| <p>What support is available to help my practice take up the PP DES?</p> | <p>The PCT's Public Engagement Managers have been working closely with Practice Manager colleagues to develop a support resources pack. This includes guidance on:</p> <ul style="list-style-type: none"> - How to set up a PRG – virtual or actual. - How to conduct an electronic survey. - Examples of survey questions. <p>To obtain these support materials, or seek further clarification on these questions, or any others you may have, please contact:</p> <p>For practices in the North West Sussex GP Commissioning Association, Sue Pumphrey Public Engagement Manager North West Sussex GP Commissioning Association Tel: 01293 600300ext4139 Email: sue.pumphrey@westsussexpct.nhs.uk</p> <p>For practices in the Coastal West Sussex Federation, Howard Lewis CWS Public Engagement Manager Tel: 01903 708498 Email: howard.lewis@westsussexpct.nhs.uk</p> |

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