

Process used to recruit to the PRG group OUR PRG GROUP HAS BEEN RUNNING FOR SOME 15 YEARS. WE HAVE SEVERAL LONG STANDING MEMBERS AND THEY ARE CONSTANTLY ADVERTISING IN THE SURGERY FOR NEW MEMBERS, THEY ARE AFFILIATED TO N.A.P.P. AND WE HAVE A PPA/PRG SECTION ON

2. Validate the survey and action plan through the local patient participation report

Survey

Describe how the priorities were set: WE WORKED WITH OUR PRG AND AGREED TO USE CFEP UK SURVEYS WHO COMPILER PRACTICE SURVEYS IN LINE WITH DPH GUIDELINES.

Describe how the questions were drawn up: WE DECIDED TO USE THE IMPROVING PRACTICE QUESTIONNAIRE DRAWN UP BY CFEP AS IT COVERED QUESTIONS ABOUT ALL ASPECTS OF THE PRACTICE

How was the survey conducted? WE DISPLAYED POSTERS IN THE WAITING AREAS. THE PRG WORKED IN THE PRACTICE FOR A WEEK HANDING OUT SURVEYS WITH THE NEWSLETTERS. OUR PRACTICE NURSES AND RECEPTIONISTS HANDED OUR SURVEYS DURING CLINICS.

What were the survey results?

THE OVERALL RESULT OF THE SURVEY WAS 85% OF ALL PATIENTS SURVEYED RATED THE PRACTICE GOOD, VERY GOOD OR EXCELLENT.

Action plan

How was the action plan agreed with the PRG? THE PRACTICE HAD A MEETING WITH THE PRG ONCE THE RESULTS HAD BEEN RECEIVED, AND WORKED THROUGH POINT BY POINT TO AGREE AN ACTION PLAN (DATE OF MEETING WAS 27/11/12)

Any areas of disagreement NO.

Are there any contractual considerations to the agreed actions?

NO.

Local patient participation report: