

## How to assess the patient participation directed enhanced service

### ADVICE FOR PRIMARY CARE TRUSTS

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The local patient participation report – produced at the end of the year – assesses the DES. This document looks at areas where the PCT might offer support to ensure it is completed successfully, and outlines other considerations for the PCT in determining how it will assess the DES. PCTs can support practices in achieving the DES through using these guidance. This should also make the task of assessing the achievements easier as there will be consistency across practices.

#### Step 1 Develop a structure for a patient reference group

“The practice must develop a properly constituted structure that both reflects and gains the views of its registered patients and enables the practice to obtain feedback from a cross-section of the practice population which is as representative as possible.”

Patient Participation Directed Enhanced Service (DES) for GMS Contract: Guidance and Audit Requirements for 2011/12-2012/13 (BMA and NHS Employers)

#### Key considerations for assessment

- The practice must show that it knows its population in order to demonstrate the PRG is representative. Has it profiled people by age, sex and ethnicity? Has it identified any specific minority groups within the population?
- The practice should demonstrate that it has made efforts to make the PRG as representative as possible. Has it compared the PRG with the population? Has it explained any variations and steps taken to communicate with missing sections?
- If the practice is using an existing patient group, then it is still required to demonstrate if the group is representative and the efforts it has made to make it representative.
- There are no minimum numbers for a virtual or a face-to-face group, however the PCT can use the numbers in the existing GP patient survey as a guide to minimum virtual group numbers for the practice.

#### What the PCT can do to help

- The PCT public health team or local authority could provide high-level ward data to help practices
- PCTs can offer to agree that the group is sufficiently representative before they progress with any other steps - preventing wasted time and effort.

#### Step 2 Agree areas of priority with the PRG

#### Key considerations for assessment

- The practice will need to describe how it sought the views of the PRG on the priority areas for the survey questions.

- Do the priorities selected match those set out by the PRG?
- Consider other information used by the practice to determine priorities.

### **Step 3 Collate views of patients using an online survey**

#### **Key considerations for assessment**

- How has the practice determined the questions used in the survey?
- What method(s) has the practice used to enable patients to take part in the survey?
- How has the practice collated the results?
- How has the practice reflected the priority areas in the questions?

### **Steps 4 and 5: Agree an action plan with the PRG and PCT where appropriate**

#### **Key considerations for assessment**

- How has the practice sought the PRG's views on the findings of the survey and any proposed changes highlighted from it?
- Has the practice produced a clear action plan that relates to the survey results?
- How did the practice consult with the PRG to agree the plan?
- Are there any elements that were raised through the survey that have not been agreed as part of the action plan? Has the practice outline the reasons why?
- Are there any contractual considerations to proposed changes? If so have these been agreed with the PCT?

### **Step 6 Publicise the results and agreed action plan**

To meet any of the steps the local patient participation report must be publicised on the practice website. The report must contain:

- A description of the profile of PRG members
- Steps taken to recruit patients and ensure group is representative
- Explanations of why it differs from the practice profile
- How the practice sought the PRG's views of priority areas
- Description of the survey and how it was carried out
- Details of the survey results
- An action plan setting out the proposals arising out of the local practice survey and how they can be implemented, including issues that arose in the survey that cannot be addressed and why
- Description of how the practice consulted with the PRG on the action plan
- Practice opening hours and how patients can access services throughout core hours
- Where the practice offers extended opening, the times at which patients can see individual health care professionals.

#### **Key considerations for assessment**

- Has the practice publicised the report extensively?
- Has the practice published the report on the practice website?

#### **What the PCT can do to help**

- Provide recommendations to the practices on information to be included in the local patient participation report. See template, page 4.

## Payments

The payments for the DES are based on meeting the requirements set out in each step. In the first year these are weighted towards establishing the PRG. All payments must be assessed through publication of a local patient participation report. If a practice only completes some steps, it must still report any progress made to qualify for payment. The payment schedule in the DES is described in the following table.

<b>DES component</b>	<b>Weighting of payment – year one</b>	<b>Weighting of payment – year two</b>
1 Establish a PRG comprising only registered patients and use best efforts to ensure PRG is representative	20%	0%
2 Agree with the PRG which issues are a priority and include these in a local practice survey	20%	10%
3 Collate patient views through local practice survey and inform PRG of the findings	20%	20%
4 Provide PRG with opportunity to comment and discuss findings of local practice survey. Reach agreement with PRG of changes in provision and how services are delivered. Where the PRG does not agree significant changes, agree these with the PCT	20%	30%
5 Agree with the PRG an action plan setting out the priorities and proposals arising out of the local practice survey. Seek PRG agreement to implement changes and where necessary inform the PCT	20%	30%
6 Publicise the local patient participation report on the practice website and update the report on subsequent achievement	0%	10%

## Information checklist for local patient participation report

In order to support the assessment of the DES, practices' final report should address all the elements below.

### Stage one – validate that the patient group is representative

Show how the practice demonstrates that the PRG is representative by providing information on the practice profile:		
Practice population profile	PRG profile	Difference
<b>Age</b>		
% Under 16	% Under 16	
% 17 - 24	% 17 – 24	
% 25 – 34	% 25 – 34	
% 35 – 44	% 35 – 44	
% 45 – 54	% 45 – 54	
% 55 – 64	% 55 – 64	
%65 - 84	%65 – 84	
%65 – 74	%65 – 74	
% Over 84	% Under 16	
<b>Ethnicity</b>		
<b>White</b>	<b>White</b>	
% British Group	% British Group	
% Irish	% Irish	
<b>Mixed</b>	<b>Mixed</b>	
% White & Black Caribbean	% White & Black Caribbean	
% White & Black African	% White & Black African	
% White & Asian	% White & Asian	
<b>Asian or Asian British</b>	<b>Asian or Asian British</b>	
% Indian	% Indian	
% Pakistani	% Pakistani	
% Bangladeshi	% Bangladeshi	

<b>Practice population profile</b>	<b>PRG profile</b>	<b>Difference</b>
<b>Black or Black British</b>	<b>Black or Black British</b>	
% Caribbean	% Caribbean	
% African	% African	
<b>Chinese or other ethnic Group</b>	<b>Chinese or other ethnic Group</b>	
% Chinese	% Chinese	
& Any Other	& Any Other	
<b>Gender</b>		
% Male	% Male	
% Female	% Female	
<b>Differences between the practice population and members of the PRG</b>	The practice should describe any variations between the group and the efforts that have made to reach any groups not represented.	

**Stage two – validate the survey and action plan through the local patient participation report**

<b>Survey – The practice should outline how the survey was conducted and the results</b>
How were the priorities set?
How were the questions drawn up?
How was the survey conducted?
What were the results of the survey?
<b>Action plan – The practice should outline how action plan was agreed</b>
How was the PRG consulted on the proposed action plan?
Are there any aspects that were not agreed?
Are there any contractual considerations to the agreed actions?
What was the agreed action plan?
<b>Local patient participation report</b>
What is the URL of the website where the report was published
How else has the report been advertised and circulated?
<b>Opening times</b>
Confirm opening times and out of hours arrangements included within the report