

GP CARE PATIENT AND PUBLIC INVOLVEMENT STRATEGY 2016-2018

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1. Introduction

This strategy sets out GP Care's approach to involving patients, partners and key stakeholders in the day to day delivery and development of our services. The strategy aims to demonstrate that as a provider of NHS services we are meeting the requirements of the NHS Constitution and the Care Quality Commission (CQC). This strategy is a publicly available document. <http://www.gpcare.org.uk/site/about/ppi/>.

2. What does Patient and Public Involvement mean?

- Meeting national best practice guidelines when planning services to involve patients and key stakeholders;
- Networking with our partners to meet best practice;
- Getting real time feedback from people using our services to improve the quality of care and patient experience;
- Listening to feedback from our stakeholders about proposed changes to our services and involving the local community in the design of new services;
- Demonstrating how we have made changes to services;
- As an employer, ensuring we have an open culture where staff feel involved and engaged in service development

3. Drivers for Patient and Public Involvement

Patient and Public Involvement will improve and strengthen the services we deliver. We will hold fast to our company Mission Statement and Patient Values, ensuring that the patient remains at the heart of everything we do.

Demonstrating what we achieve in our Quality Account by reporting what we have delivered.

Care Quality Commission fundamental standards require GP Care to be able to evidence the outcomes that patients are experiencing when using our services.

Demonstrating that we are complying with the NHS Constitution is part of our contractual requirements with Commissioners which identifies that patients will be involved in service planning and development.

Learning from and making improvements based on feedback, complaints and compliments that we receive.

4. Patients and Public Involvement: Achievements to date

GP Care's initial strategy for PPI was developed in 2012 and refreshed in 2014, with internal and external consultation. Reporting processes were introduced and are ongoing, improvements were made to the website and a web based survey was introduced. We have grown a culture of regular staff feedback and improved communications with staff, 50% of which work in the community. Relationships began with external stakeholders in order to expand the level of community & professional involvement. We ask for regular staff feedback on services and we were successful met our CQuin targets in 2015/16. We have undertaken

patient satisfaction since 2007 however developed this further into the “Friends & Family” test in 2012 and telephone interviews were introduced for more in depth feedback over the last 3 years.

5. Patients and Public Involvement: What we do now

Stakeholders

- Quarterly contract review
- Quarterly Thrombosis Committee meeting
- Annual and ad hoc GP Feedback
- Annual AGM
- Care Forums
- Ad hoc education events
- Regular communications with clinical subcontractors

GP Care currently maintains dialogue and communication with a range of partners in the NHS and private healthcare sectors, this includes member and non-member GP practices, secondary care providers, community service providers and non-profit organisations. In addition, GP feedback surveys are in place in some service areas.

Patients

- Feedback
- Compliments
- Complaints
- Action on Hearing Loss Rating
- Website/Social Media
- 1:1 telephone interviews
- Patient Satisfaction Survey to include “Friends and Family” Test

Measurement of patient feedback, including friends and family, is in place in the form of patient feedback questionnaires that are given out by hand or posted to every patient using our services. Questionnaires are also available via Survey Monkey and social media. Communications via all routes are acted upon once received.

Staff:

- Monthly Coffee with Directors
- Annual staff surveys
- Monthly Clinical Team Meetings
- Monthly Operational Team Meetings
- Suggestions Scheme
- Regular 1:1 sessions
- Annual Appraisals / Personal Development Reviews
- Annual Company Day
- Daily morning briefs
- Incident reporting system
- Exit Interviews
- Regular Policy & Procedure updates

During 2015 the company implemented a restructure, there was a period of consultation to advise staff of the thinking behind it and to ensure staff had the opportunity to give their opinions. Following the restructure, the Service Lead job description now includes the PALS (Patients Advice and Liaison Service) role.

The GP Care website provides information for patients and partners with an opportunity to email queries, questions or concerns.

All feedback is collated by each service and reported through quarterly clinical governance reports to the Clinical Governance Committee. Immediate action is taken by service teams where any negative feedback is received and compliments and comments are passed onto front line staff via their manager or the service team meetings. A complaints and compliments policy and process is in place which meets best practice. Complaints are responded to immediately in line with our Governance Plan and reported by service quarterly to the Clinical Governance Committee.

6. Improving Patient and Public Involvement: Plan 2016 - 18

The Service Leads are responsible for embedding the PALS role in order to focus expertise, implement the actions below, monitor progress and provide reports to ELT and the Board.

- Improve the number and value of surveys returned from patients by
 - Retaining the anonymity of responses
 - Review how to encourage responses via clinic staff
 - Request information from patients on how the services could be improved
 - Undertake in depth telephone surveys on a small sample of patients for each service.
- Improve staff involvement in patient feedback
 - Each staff member to have an annual objective for improving patient involvement and input into services. Monitoring system to be developed
 - HCA's to ask for targeted feedback i.e. quarterly leaflet
 - PPI to continue to be an integral part of induction process
- Develop mechanisms for staff comments through meetings etc to be provided to Service Leads to feed into service development
- Maintain and develop staff suggestions scheme
- Develop mechanisms to advise stakeholders of actions that have been taken as a result of feedback/suggestions, including staff, patients, public etc
 - Via Website/Social Media

- Via newsletters
- Team meetings
- External performance reports
- Develop quarterly reporting to Governance committee including feedback received and actions taken
- Maintain Annual reporting to Board
- Building external relationships
 - Develop a calendar of events to attend for networking with members of the public and organisations in order to develop services
 - Improve involvement with the Care Forum in BNSGG
 - Establish specific links with all locality health watch organisations, local authorities, relevant NHS services
- Consider other options for Patient Feedback
 - Review online survey
 - Review website feedback
 - Text surveys
- Develop a patient reader group to review and improve Patient literature
- Progress the Patient Forum for Audiology Patients

7. Our Patient and Public Involvement (PPI) roles and responsibilities

Level	Responsibility
GP Care Board	Ensures GP Care's vision and objectives include PPI requirements Approves the PPI strategy, monitors implementation and oversees review
Clinical Governance Committee	Provides the Board with assurance that PPI arrangements are effective Reviews outcomes from patient satisfaction surveys, approves actions and monitors improvements Monitors, reviews and reports GP Care performance against CQC Fundamental Standards

	Receives regular reports from Service Leads on effectiveness in engaging patients across communities
Executive Leadership Team	Ensures PPI is considered in all GP Care work and projects Ensures that appropriate processes and resources are in place for staff to carry out their PPI duties Informed of operational PPI activity by Service Leads
Operations Team	Implement PPI strategy at service level, Ensures mechanism for patient feedback at service level Reports to Clinical Governance Committee on a quarterly basis
Service Leads	Reviews PPI strategy for consultation. Monitors mechanisms for patient feedback at service level Ensures PPI considered in all service and business planning activities Reports all PPI activity to Operations meetings and Clinical Governance Committee. Coordinates complaint handling.
Individual Staff	Adheres to GP Care values and behaviours and has an understanding of the NHS Constitution. Engage with patients and the public by encouraging involvement in care, providing information and responding to concerns. Seek patients views about services, respond to patient feedback promptly and actively involve patients to seek solutions and meet expectations where possible
Marketing and Digital Communications Lead	Raise profile of GP Care Promote services delivered by GP Care Engage and communicate with shareholders Promote and raise awareness of PPI

8. Implementation and Monitoring

This strategy and implementation plan will be approved and reviewed by the GP Care Board, disseminated to staff via e mail and will be published on the GP Care web site. The implementation plan will be led by the Operations Director and monitored via the Clinical Governance Committee.