

CASTLEGATE AND DERWENT SURGERY

Patient Involvement Policy

DOCUMENT CONTROL

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List of Stakeholders who have reviewed the document	
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SUMMARY

This policy sets out the practices aims for involving patients. It has been reviewed and updated to add further information relating to queries and issues raised by partners and employees since the introduction of the policy.

1. INTRODUCTION

The practice is committed to involving its patients to help improve its services and facilities. We welcome all types of feedback – good and bad and use this to continuously improve and learn. The practice is proud to show it's transparency towards promoting an open culture.

2. PURPOSE

The purpose of this policy is to set out how Castlegate and Derwent Surgery will achieve its aims to involve patients.

3. APPLICABILITY

The policy is applicable to all staff and GP partners employed by Castlegate and Derwent Surgery; it is also applicable to all patients who are registered with the practice.

4. DUTIES

The Practice Manager

The Practice Manager has responsibility for implementing and ensuring the policy is adhered to. In addition they will review and update the policy as required to ensure it is current.

Employees

The employees of the practice have responsibility to ensure they have read and understand the terms of the policy and raise any areas of concern they may have with the Practice Manager.

5. POLICY

The practice is committed to involving patients in their treatment and the development of healthcare services. There are several ways patients can become involved:

- Compliments and complaints are dealt with proactively by Practice Management.
- We have a Patient Participation Group, which people can attend in person or submit representations to.
- We encourage patients to let us have their views via annual surveys and publish results of surveys.
- We have a website which provides information and a contact link as well as a practice e-mail address for patients.
- We also publish a bi-monthly newsletter for patients.

PROCESSES

Compliments and Complaints

The practice takes all patient feedback seriously, and the compliments and complaints policy is made available to patients at our reception, as well as on the practice website. Refer to the Complaints Policy for further details.

Patient Participation Group

This group was established in January 2013 and has face to face meetings every 2 months. There are Terms of Reference available for the group which are available on the Practice website under PPG.

A Chair and Vice-Chair will be appointed by the group on an annual basis; they will be supported in their role by the Practice Manager. A member of the GP team will usually attend along with a member of the admin team for administrator purposes. A representative from Cumbria CCG may also attend at times.

Notes from meetings are e-mailed out, if patients ask they can collect notes in person from the practice instead. Notes are also published on our website.

The group provides constructive criticism over aspects of care, Primary Care and community/ secondary care. Issues which are outside of the control of the practice are referred via Allerdale Locality Clinical Commissioning Group (CCG) to relevant services.

The group contributes to the planning of annual surveys, and identified priorities for the practice, which are reflected in the action plan.

The practice updates the patient group with progress at meetings and via e-mail. It is the intension of the group to become more “virtual” to attract representatives from all demographic areas.

Annual Surveys

The practice may conduct an annual survey, either through devising local surveys and using survey monkey, or through a paid Healthcare Survey provider.

Patient representatives are asked to contribute to survey design and organisation, and involved in the analysis of findings.

The survey is circulated to the patient group and discussed at meetings, as well as published on the website.

Survey findings contribute to the annual priorities and action plan.

