

Patient participation directed enhanced service (DES) for GMS contract 2013/14

Guidance and audit requirements

May 2013



Contents

Section 1	Patient participation DES 2013/14: guidance and audit requirements	3
	Introduction	3
	Key objectives	3
Section 2	Implementing the patient participation DES under the DES Directions	5
	Component 1: Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population	5
	Component 2: Agree areas of priority with the patient reference group (PRG)	7
	Component 3: Collate patient views through the use of a survey	8
	Component 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services	9
	Component 5: Agree action plan with the PRG and seek PRG agreement to implementing changes	9
	Component 6: Publicise actions to be taken and subsequent achievement	10
	Frequency and sample size	11
	Validation and payment	12
Section 3	Annex: Creating a virtual PRG - Getting started guide	14
	1. Common patient questions and answers	15
	2. Sample contact form	15
	3. Developing your survey	16
	4. Script for patient group members	18
	5. Script for staff in practices with a PRG	18
	6. Script for staff in practices without a PRG	19
	7. Suggested wording for an LED display	19
	8. Suggested leaflet/flyer content	19
	9. Suggested poster content	20
Section 4	Queries process	21

Section 1. Patient participation DES 2013/14: guidance and audit requirements

Introduction

This document provides NHS England area teams and practices with information to support the patient participation DES. This service has been commissioned for a further year effective from 1 April 2013 until 31 March 2014. The DES applies to England only.

This guidance should be read in conjunction with the Primary Medical Services (Directed Enhanced Services) (England) Directions 2013 (the DES Directions)¹ and the Statement of Financial Entitlements (SFE)².

Indicators relating to access are no longer included in the Quality and Outcomes Framework (QOF). However, it is expected that the quality of access currently provided by contractors in respect of obtaining an appointment within two working days and the ability to book ahead should be maintained unless there is clear evidence to support a change.

Key objectives

The purpose of the patient participation DES is to ensure that patients are involved in decisions about the range and quality of services provided and over time, commissioned by their practice. It aims to encourage and reward practices for routinely asking and acting on the views of their patients. This includes the patients being involved in decisions that lead to changes to the services their practice provides or commissions, either directly or in its capacity as gatekeeper to other services. The DES aims to promote the proactive engagement of patients through the use of effective Patient Reference Groups (PRGs) and to seek views from practice patients through the use of a local practice survey. The outcomes of the engagement and the views of patients are to be published on the practice's website.

One aspect that practices may wish to focus on is ensuring convenient access to the practice and also from the practice to other services in its role as coordinator of care, facilitating access to other health and social care providers.

¹ Department of Health (DH). DES Directions. https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/127322/Primary-Medical-Services-Directed-Enhanced-Services-Directions-2013.pdf.pdf

² DH. SFE. https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/127320/GMS-Statement-of-Financial-Entitlements-2013.pdf.pdf

Access has many dimensions; the relative importance of these will vary according to the specific needs of the registered population. These dimensions include:

- lists being open to all
- hours of opening with the ability to be seen urgently when clinically necessary, as well as the ability to book ahead
- continuity of care
- range of skills available - access to different professionals
- a choice of modes of contact which currently includes face-to-face, telephone and electronic contact, but can be developed further as technology allows
- geographical access, enabling care as close to home as possible.

Access must be flexible enough to meet the varying needs of individuals and requires sufficient capacity to meet the population's needs. Details of access arrangements (including opening hours) should be made widely available to the patient population to enable patients to exercise choice.

Qualifying practices will establish a Patient Reference Group (PRG). This may be an existing formal patient participation group or a similar group that is representative of the practice population, which would feed in its views alongside the findings from the surveys and agree with the practice priority areas for possible change. This would result in an action plan to be agreed between the practice and the PRG.

Practices taking part in this DES will also carry out a properly constituted survey of a sample of the practice's patients looking at a broad range of areas which could include convenience of access (opening times, ability to book ahead, ability to be seen quickly, telephone answering), patients' experience of the treatment and service they receive, the physical environment in the practice and other issues specific to individual practices.

Section 2. Implementing the patient participation DES under the DES Directions

There are a number of key components to this DES:

- Component 1: Develop a structure that gains the views of patients and enables the practice to obtain feedback from the practice population, e.g. a PRG
- Component 2: Agree areas of priority with the PRG
- Component 3: Collate patient views through the use of a survey
- Component 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services
- Component 5: Agree action plan with the PRG and seek PRG agreement to implementing changes
- Component 6: Publicise actions to be taken and subsequent achievement

More details on these components are set out in this section of the guidance.

Component 1: Develop a PRG

Where a practice is engaging in this DES for the first time in 2013/14, then 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. Practices that have previously engaged in this DES will not need to recreate a new structure (or PRG), but may wish to review whether the group remains representative of the practice population.

Traditionally, practices have developed a PRG through volunteers and regular meetings. Some practices have developed a virtual PRG, an email community they consult on a regular basis but which does not have regular face-to-face meetings. The practice should develop its PRG in the most appropriate way to effectively reach the broadest cross section of its patient population. This may be a virtual or a face-to-face group or a combination of the two.

Whichever approach is adopted by the practice, there should be a structure or process in place to enable regular engagement with a representative sample of the practice population. Using a strict definition, no PRG will ever be truly representative. Many localities have incredibly diverse patient populations and all have patients of different ages and with a wide variety of health and social care needs. Practices participating in this DES should strive to obtain feedback from a cross section of the practice population. Practices should be able to outline the steps they have taken to do this and demonstrate they have made an effort to engage with any underrepresented groups.

To do this, the practice needs to have an understanding of its practice profile. This understanding should take in to account more than just age and sex i.e. this could include social factors such as working patterns of patients, levels of unemployment in the area, number of carers, black and minority ethnic groups. Local HealthWatch³ and voluntary organisations may be able to support practices to engage with marginalised or vulnerable groups, such as elderly patients or patients with learning disabilities.

Where a practice has been unable to encourage patient participation by a certain patient group or groups, it must demonstrate what steps have been taken to try and engage that group.

The practice will only qualify for any payment under this DES if it is able to clearly demonstrate that it has established a PRG comprising only registered patients and used its best endeavours to ensure that the PRG is representative of its registered patient population.

There are steps that practices can take to ensure patient groups are as representative as possible. The starting point is to use the age and sex make up of their registered population. Practices should be recording ethnicity routinely in order to be able to demonstrate that they meet the health needs of their registered population. It is important that the ethnic make up of the practice is reflected in the representative group, as much as possible. The practice team will also have local knowledge of specific care groups that the practice caters for, for instance it may look after a number of nursing homes, or a learning disabled community, or it may have a high number of drug users. The practice should try to ensure that such specific care groups are reflected in the PRG wherever possible. Practices should set up a PRG of a reasonable size which is representative of the practice population.

Practices should particularly ensure that they comply with the Equality Act 2010⁴ when developing a PRG. Information on compliance can be found on the Equality and Human Rights Commission website⁵, in the Government Equalities Office guide⁶ and on the Advisory, Conciliation and Arbitration service (ACAS) website⁷.

To engage patients, practices may find it useful to learn from the work the National Association of Patient Participation (NAPP) has done in developing PRGs. Best practice case studies and other resources can be found on the NAPP website⁸. There is also a recent study available to registered practice managers on the Practice Management Network website⁹.

³ Local Government Association. Local and National HealthWatch.

http://www.local.gov.uk/web/guest/health/-/journal_content/56/10171/3511523/ARTICLE-TEMPLATE

⁴ Equality Act 2010. <http://www.legislation.gov.uk/ukpga/2010/15/contents>

⁵ Equality and Human Rights Commission. www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance

⁶ Government Equalities Office guide.

www.equalities.gov.uk/staimm6geo/pdf/401727_Geo_EqualityLaw_PublicSector_acc.pdf

⁷ ACAS. www.acas.org.uk

⁸ NAPP. <http://www.napp.org.uk/des2.html>

⁹ Practice Management Network. www.practicemanagement.org.uk/Community-Voices-ReportandGuide

Whilst advertising within the practice premises and in the practice patient leaflet will help, inviting patients personally to join a group (virtual or otherwise) has been shown to be very effective. Inviting new patients at the point of registration as well as at routine practice visits also helps to reach those people who attend infrequently. This can be done either at reception or at the end of the consultation by simply handing a leaflet to patients. For more information and tools on establishing a PRG see the 'Getting started guide' at the Annex.

Practices who previously participated in the patient participation DES and continue to participate will not be eligible to receive a payment in respect of component 1. Instead, their payment for components two to six will be weighted differently.

Component 2: Agree areas of priority with the PRG

The PRG and the practice will shape the ideas covered by the local practice survey.

The areas covered in the local practice survey will, therefore, be agreed jointly based on key inputs, including the identification of:

- patients' priorities and issues
- practice priorities and issues including themes from complaints
- planned practice changes
- Care Quality Commission (CQC) related issues
- National GP patient survey issues.

It may be that a standard way or proforma of asking patients about their priorities is developed and agreed between the practice and the PRG and the words can be amended to suit the local circumstances of the practice):

We are planning our next annual survey and to ensure that we ask the right questions, we would like to know what you think our key priorities should be when it comes to looking at the services we provide to you and others in the practice.

What do you think are the most important issues on which we should consult our patients? For example, which of the following do you think we should focus on:

Clinical care
Getting an appointment
Reception issues
Opening times
Parking and so on

Component 3: Collate patient views through use of a survey

The practice must undertake a local practice survey at least once a year. The number of questions asked in the local practice survey will be a matter for the practice and its PRG to agree. Questions should be based on the priorities identified by the PRG and the practice.

Questions can be taken from existing validated patient surveys subject to the necessary copyright permissions, or be developed locally. A list of questions compiled from existing validated surveys is available on the National Association for Patient Participation (NAPP) website¹⁰. Practices may find it useful to draw on these questions when creating their survey.

Guidance on conducting effective surveys can be found at:

- Survey Monkey. Mart survey design. <http://s3.amazonaws.com/SurveyMonkeyFiles/SmartSurvey.pdf>
- Creative research systems. Survey design. <http://www.surveysystem.com/sdesign.htm>
- KnowHow NonProfit. How to design and use free surveys online. <http://www.knowhownonprofit.org/how-to/how-to-design-and-use-free-online-surveys>

Practices may choose to collate and analyse the results themselves or to outsource this work.

Historically, the majority of practices have made use of two nationally recognised survey tools - the General Practice Assessment Questionnaire¹¹ (GPAQ) and the Improving Practice Questionnaire¹² (IPQ). However, this DES is not prescriptive in mandating who general practice might choose to support their local practice survey. Selection of the provider organisation that could operate and analyse the survey is a decision for the practice, or the practice may decide to do this itself.

Neither is the DES prescriptive on the methodology used to carry out the survey, the number of questions or topics covered. The local practice survey questions can be asked by paper or electronically, in the practice or by mail depending on what is considered the best way locally to canvas the particular population.

It is the responsibility of the practice to demonstrate to its PRG that the proposed survey or methodology it chooses as the vehicle for undertaking the local practice survey, is credible. Criteria for assessing credibility include an assessment by the practice that the processes used for sampling and analysing are sufficient to provide "the reasonable person" with confidence that the reported outcomes are valid.

This assessment and other evidence supporting the credibility of the survey process should be included in the report of the practice results.

¹⁰ NAPP. <http://www.napp.org.uk/>

¹¹ GPAQ. <http://www.gpaq.info/>

¹² IPQ. www.cfepsurveys.co.uk

Simple guidance on writing effective and valid questions and support information using online survey tools is provided in the 'Getting started guide' at the Annex.

When the survey is complete the practice should inform the PRG of its findings.

Component 4: Provide PRG with opportunity to discuss survey findings and reach agreement with the PRG on changes to services

Practices should respond to the outputs of the latest local practice survey by providing the PRG with an opportunity to comment on and discuss the findings of the survey, along with other relevant information. Other relevant information may include themes from complaints received by the practice or CQC feedback if and when available.

If the local practice survey points to the desire for significant change in a service or services provided, or the way in which services are delivered, the practice must, before it makes the change, seek the agreement of its PRG to any proposals it makes. Where a practice proposes any significant change to a service or services they provide to which the PRG agreement has not been obtained, the practice must obtain the agreement of NHS England (or other appropriate organisation where such functions may have been delegated) to its proposals. Significant change would include a change in opening hours. Changes which impact on contractual arrangements also need to be agreed with NHS England.

Component 5: Agree action plan with the PRG and seek PRG agreement to implementing changes

Following the discussions in Component 4, an action plan will be agreed with the PRG. The practice should then seek the agreement of the PRG in implementing the changes and where necessary inform NHS England (or other appropriate organisation where such functions may have been delegated). Components 4 and 5 could take place at the same meeting, at separate meetings via an email group or a combination of these or other methods.

Component 6: Publicise actions taken - and subsequent achievement

Practices must publish a Local Patient Participation Report on their website (where a practice does not already have a website, one must be set up). As a minimum this must include:

- A. a description of the profile of the members of the PRG
- B. the steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category
- C. details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey
- D. the manner in which the contractor sought to obtain the views of its registered patients
- E. details of the steps taken by the contractor to provide an opportunity for the PRG to discuss the contents of the action plan
- F. details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and if appropriate, reasons why any such findings or proposals should not be implemented
- G. a summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey
- H. details of the action which the contractor
 - and, if relevant, NHS England (or other appropriate organisation where such functions may have been delegated), intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey; and
 - where it has participated in the DES for a year (1 April - 31 March), or any part thereof, ending 31 March 2013, has taken on issues and priorities as set out in the Local Patient Participation Report
- I. the opening hours of the practice premises and the method of obtaining access to services throughout the core hours
- J. where the contractor has entered into arrangements under an extended hours access scheme, the times at which individual healthcare professionals are accessible to registered patients.

A copy of this report must also be supplied to NHS England (or other appropriate organisation where such functions may have been delegated).

Information on opening hours and progress on the key actions identified with the PRG, should be updated as needed in the practice leaflet and on the practice website. The guidance document *Improving access, responding to patients: A 'how to' guide for GP*

practices¹³ has a section on 'Why and how to create a website' which practices might find useful.

Practices may wish to ensure that the following are made aware that the report is available and where it can be viewed:

- the PRG
- those who answered the survey
- the wider practice population
- clinical commissioning group
- local HealthWatch (which might facilitate effective working between the LH and the PRG)
- CQC - at the time of inspections/registration.

Publication of the results and practice opening times might include:

- a visible poster within the waiting room area
- NHS Choices website¹⁴
- summary results sent electronically to the PRG.

The information on actions taken and subsequent achievement should be directly linked to the feedback from patients.

e.g. You said..... We did..... The outcome was.....

Where there is an ongoing disagreement with the PRG on proposed actions, this must be publicly highlighted with the practice's rationale for deviating from the accepted plan.

Frequency and sample size

Practices can either choose to repeat this six-component process for every year that they participate in the DES with an appropriate sample of their practice population, or demonstrate that they have undertaken an equivalent ongoing engagement with a smaller number of patients more frequently. An appropriate sample size should be discussed and agreed with the PRG and should be methodologically appropriate for the survey being used. Equivalent ongoing engagement with a smaller number of patients would also allow the use of real-time feedback - as mentioned in the white paper. For more information see '*A best practice guide to using real-time patient feedback*'¹⁵.

¹³ Practice Management Network. Improving access, responding to patients: A 'how to' guide for GP practices. <http://www.practicemanagement.org.uk/265>

¹⁴ NHS Choices. <http://www.nhs.uk/Pages/HomePage.aspx>

¹⁵ Practice Management Network. A best practice guide to using real-time patient feedback. www.practicemanagement.org.uk/uploads/best_practice_guide_to_using_real-time_patient_feedback_final_version_august_2010.pdf

Validation and payment

Practices will receive an overall payment of £1.10 per registered patient based on its achievement of the various components as follows:

Component 1	Establish a PRG comprising only of registered patients and use best endeavours to ensure PRG is representative
Component 2	Agree with the PRG which issues are a priority and include these in a local practice survey
Component 3	Carry out the local practice survey and collate and inform the PRG of the findings
Component 4	Provide the PRG with an opportunity to comment and discuss findings of the local practice survey. Reach agreement with the PRG of changes in provision and manner of delivery of services. Where relevant, notify NHS England of the agreed changes
Component 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 NHS England
Component 6	Publicise the Local Patient Participation Report on the practice website and update the report on subsequent achievement

For practices that had not participated in the patient participation DES during 2012/13

Component 1 only	£0.22 per registered patient
Components 1 and 2 only	£0.44 per registered patient
Components 1, 2 and 3 only	£0.66 per registered patient
Components 1, 2, 3 and 4 only	£0.88 per registered patient
Components 1, 2, 3, 4 and 5	£1.10 per registered patient

For practices that had participated in the patient participation DES during 2012/13

Component 2 only	£0.11 per registered patient
Components 2 and 3 only	£0.33 per registered patient
Components 2, 3 and 4 only	£0.66 per registered patient
Components 2, 3, 4, and 5 only	£0.99 per registered patient
Components 2, 3, 4, 5, and 6	£1.10 per registered patient

Payment will be made to the practice by NHS England (or other appropriate organisation where such functions may have been delegated) and will be based on the content of the report published by the practice on its website.

The report must have been completed and published on the practice's website by no later than 31 March 2014. No payments will be made to a practice under the terms of this DES if the report is not published on the website by 31 March 2014.

Posting to the website by or before the 31 March 2014 is the responsibility of the practice.

Payment will be based on the evidence provided in the practice report that each successive component has been achieved.

Should a practice not complete any component by the 31 March 2014 deadline date for posting the practice report, it will not receive the payment due for that component. Payment for the achievement of a component is dependant on the previous components having been successfully completed, for instance a practice cannot receive a payment for discussing and agreeing with its PRG and changes the practice proposes (component 4) if the practice has not collated the views of patients beforehand through the use of a local survey (component 3).

The patient participation DES was introduced in 2011/12, initially for two years and has now been re-commissioned for 2013/14. Many of the key stages are annual and assume an iterative approach being adopted by participating practices in developing the information being included in the practice report it published on its website. Where a practice participates for two or more successive years, the subsequent year reports posted by practices should build upon the previous year's report, demonstrating how issues raised in the previous year(s) have been addressed.

Section 3. Annex: Creating a virtual PRG - Getting started guide

Introduction

The 'getting started guide' has been developed to support practices in setting up virtual PRGs, it contains a few simple tools that practices can use at the various stages of setting up a PRG.

The D H commissioned the development of this guide in consultation with patients, staff and patient group representatives. It is deliberately simple and 'low-tech' in the hope that it provides a range of quick and easy ways to create a list of patients willing to help practices by giving their views. Email is a fast and effective way to carry out simple surveys to get feedback from patients.

Your practice may or may not already have in place a 'real' PRG which meets face-to-face. If it does, it may be simplest to use the 'real' PRG as the main point of email contact. If you do not already have a 'real' PRG, creating an email contact list is a good starting point.

There are a number of online survey tools available which are simple to use and have clear instructions on how to set up a survey. Once you have finalised your survey questions it takes just minutes to set up the survey online. Some free survey tools are set out below:

- Survey Monkey. Mart survey design. <http://s3.amazonaws.com/SurveyMonkeyFiles/SmartSurvey.pdf>
- Kwik surveys. <http://kwiksurveys.com/>
- eSurveys pro. <http://www.esurveyspro.com/> www.esurveyspro.com
- Smart survey. <http://www.smart-survey.co.uk/> www.smart-survey.co.uk

Content of the guide

1. Common patient questions and answers
2. Sample contact form
3. Developing your survey
4. Script for patient group members
5. Script for staff in practices with a PRG
6. Script for staff in practices without a PRG
7. Suggested wording for an LED display
8. Suggested leaflet/flyer content
9. Suggested poster content

1. Common patient questions and answers

1.1 Why are you asking patients for their contact details?

We would like to be able to contact patients occasionally to ask them questions about the practice and how well we are doing to identify areas for improvement.

1.2 Will my doctor see this information?

This information is purely to contact patients to ask them questions about the practice, how well we are doing and ensure changes that are being made are patient focused. If your doctor is responsible for making some of the changes in the practice they might see general feedback from patients.

1.3 Will the questions you ask me be medical or personal?

We will only ask general questions about the practice, such as short questionnaires.

1.4 Who else will be able to access my contact details?

Your contact details will be kept safely and securely and will only be used for this purpose and will not be shared with anyone else.

1.5 How often will you contact me?

Not very often... [insert how often you plan to contact patients]

1.6 What is a patient group/patient participation group?

This is a group of volunteer patients who are involved in making sure the practice provides the services its patients need.

1.7 Do I have to leave my contact details?

No, but if you change your mind, please let us know

1.8 What if I no longer wish to be on the contact list or if I leave the practice?

We will ask you to let us know by email if you do not wish to receive further messages.

2. Sample contact form

If you are happy for us to contact you periodically by email please complete your details below and hand this form back to reception, a patient group representative, or post in the 'secure box'.

Name:

Email address:

Postcode:

This additional information will help to make sure we try to speak to a representative sample of the patients registered at this practice.

Are you? Male Female

Age: Group	Under 16	<input type="checkbox"/>	17 - 24	<input type="checkbox"/>
	25 - 34	<input type="checkbox"/>	35 - 44	<input type="checkbox"/>
	45 - 54	<input type="checkbox"/>	55 - 64	<input type="checkbox"/>
	65 - 74	<input type="checkbox"/>	75 - 84	<input type="checkbox"/>
	Over 84	<input type="checkbox"/>		

To help us ensure our contact list is representative of our local community please indicate which if the following ethnic background you would most closely identify with?

White				
British Group	<input type="checkbox"/>	Irish	<input type="checkbox"/>	
Mixed				
White & Black Caribbean	<input type="checkbox"/>	White & Black African	<input type="checkbox"/>	White & Asian <input type="checkbox"/>
Asian or Asian British				
Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi <input type="checkbox"/>
Black or Black British				
Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>	
Chinese or other ethnic Group				
Chinese	<input type="checkbox"/>	Any Other	<input type="checkbox"/>	

How would you describe how often you come to the practice?

Regularly	<input type="checkbox"/>
Occasionally	<input type="checkbox"/>
Very rarely	<input type="checkbox"/>

Thank you.

Please note that no medical information or questions will be responded to.

The information you supply us with will be used lawfully, in accordance with the Data Protection Act 1988. The Data Protection Act 1988 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled properly.

3. Developing your survey

An important goal as a survey author is to construct clear, direct questions and answers using the language that survey participants will understand. While there are no set rules on the wording of these survey questions, there are some basic principles that do work in improving the overall design.

Constructing good questions

1. **Be brief** - Keep questions short and ask one question at a time.
2. **Be objective**
 - a. Avoid leading questions, such as "We have recently upgraded this site's

features to become a first-class tool. What are your thoughts on the new site?"
Replace with "What are your thoughts on the upgrades to this site?".

- b. Avoid loaded questions.
- c. Avoid built-in assumptions about things the respondent may or may not know about.

3. Be simple

- a. Avoid jargon.
- b. Avoid using extremes such as "never" "always" and "only" .

4. Be specific

- a. Avoid asking things that are too general, too complex or undefined.

Types of questions

The question type determines the type of information collected:

1. **Open-ended** - where respondent has free text to write what they want.
 - a. Pros: good to use when asking for attitude or feelings, likes and dislikes, memory recall, opinions.
 - b. Cons: some respondents don't find it easy and so put "I don't know", it can take the respondent longer to fill in and can take you longer to analyse.
2. **Close-ended** - where respondents answer 'yes' or 'no' or from a multiple choice list.
3. **Ranked** - Where respondents rank what is most or least important, on a scale from 1-5.
 - a. 1-5 is thought to be the right number of options (e.g. no more).
 - b. Generally, you would have two negative, two positive and a neutral, to make sure it is balanced.
 - c. If you remove the neutral option you force the respondent to choose either a negative or positive. There's no fixed rule on whether this is right.
4. **Rating** - is a popular way of collecting subjective data where you want to measure the ideas of a respondent (for instance opinions, knowledge and feelings). There are two types:
 - a. Create a statement and ask respondents to rate how they feel about it, for instance "Strongly disagree/Disagree/Neutral" and so on.
 - b. Provide respondents with a scale, for instance from "Improved" to "Not improved" and ask them to rate their opinion on this scale.

Encouraging respondents to complete the survey

1. Asking people to participate in advance can boost response numbers.
2. Have an introduction that briefly explains what the survey is about. Within the introduction you may want to include:
 - a. the name of the organisation conducting the survey
 - b. the confidentiality information
 - c. how the data collected will be used
 - d. how long it will take to complete
3. Make the first couple of questions easy and quick.

4. Thank respondents for completing your survey.
5. Pilot your survey to make sure the questions make sense and that you get the information you are looking for.

Further information on developing effective questionnaires can be found at :

- Patient and public involvement solutions. <http://www.patientpublicinvolvement.com/>
- Dr Foster health. <http://www.drfoosterhealth.co.uk/>

4. Script for patient group members

Hello,

I am a member of a patient group *[insert name of group]*. We want to ensure that the views of patients are being fed into the practice regarding the services they deliver and any changes or new services that are being considered.

To do this we are compiling a contact list of email addresses so that we can contact you by email every now and again to ask you a question or two.

Are you interested in giving your views?

Please provide your contact details on this form; we will only use information to contact you and will keep your details safely.

5. Script for staff in practices with a PRG

Hello,

Our Patient Participation Group *[insert name of group]*. is encouraging patients to give their views about how the practice is doing. They would like to be able to ask the opinions of as many patients as possible and are asking if people would like to provide their email addresses so that they can contact you by email every now and again to ask you a question or two.

Are you interested in leaving your email contact details?

If you could fill in this quick form and hand it back to reception (or provide your details over the phone to me) we will pass your details to the Patient Participation Group.

Your contact details will only be used for this purpose and will be kept safely.

6. Script for staff in practices without a PRG

Hello,

We are encouraging patients to give their views about how the practice is doing. We would like to be able to find out the opinions of as many patients as possible and are asking if people would like to provide their email addresses so we can contact you by email every now and again to ask you a question or two.

Are you interested in leaving your email details?

If you could fill in this quick form and hand it back to reception (or provide your details over the phone to me) we will add your email address to a contact list.

Your contact details will only be used for this purpose and will be kept safely.

7. Suggested wording for an LED display

THE PATIENT REFERENCE GROUP *[INSERT NAME OF GROUP]* NEEDS YOUR VIEWS!
PLEASE ADD YOUR EMAIL TO THE FORM AT RECEPTION TO JOIN OUR CONTACT LIST.

This information could also be added to prescriptions.

Copies of the contact form should be available at reception with the option to drop them into a secure box.

8. Suggested leaflet content

Would you like to have a say about the services provided at *[insert name of practice]*?

The *[insert name of group or surgery]* would like to hear your views.

By providing your email details we can add them to a contact list that will mean we can contact you by email every now and again to ask you a question or two.

Fill in the details on the reverse side of this leaflet and hand it back to reception or post it into the secure box and we will add your email address to a contact list.

9. Suggested poster content

Would you like to have a say about these services provided at *[insert name of practice]*?

The *[insert name of group or practice]* would like to hear your views.

By leaving your email details we can contact you every now and again to ask you a few questions.

Contact forms are available in the waiting area.

Section 4. Queries process

Queries can be divided into two main categories:

1. those which can be resolved by referring to the specification or guidance
2. those where scenarios have arisen which were not anticipated in developing guidance.

Within these categories, there will be issues relating to payment, technical, administration and policy issues and in some cases the query can incorporate elements from each of these areas.

If there are queries which cross the above areas, the recipient will liaise with the other relevant parties in order to resolve/respond. In addition, where a query has been directed incorrectly, the query will be redirected to the appropriate organisation to be dealt with.

Queries should be directed as follows:

1. Policy, clinical and miscellaneous queries should be sent to:
 - NHS Employers for NHS England Area Teams via gmscontract@nhsemployers.org
 - GPC for general practice via info.gpc@bma.org.uk
2. NHS England Area Teams can also contact Primary Care Commissioning (PCC) for assistance in relation to policy, clinical and miscellaneous queries. Practices should contact their AT who can contact PCC on their behalf:
 - PCC can be contacted only via the helpdesk
<http://helpdesk.pcc-cic.nhs.uk/>

NHS Employers

www.nhsemployers.org

GMScontract@nhsemployers.org

General Practitioners
Committee

www.bma.org.uk

info.gpc@bma.org.uk

NHS England

www.england.nhs.uk

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