

## ***Nuffield Practice Patient Participation Group***

### **Spotlight**

*The Nuffield Practice Patient Participation Group (PPG) works with the practice to ensure that through excellent communication, practice decision-making is informed by the best possible understanding of patients' needs and concerns*

*December 2021*

#### ***Chair's report***

The PPG is delighted to welcome Rachel Simmonds as Practice Manager. Rachel has worked at the Practice for a number of years and we very much look forward to working with her in this new role. We have sent Kim Holloway all best wishes for the future.

The CQC have judged the Practice as being 'good' in its overall judgement—safe, efficient and well led. Its systems, procedures and processes were all assessed together with patient feedback with only a couple of areas for development noted. Our congratulations to all of the staff who worked so hard to achieve this pleasing outcome. Many thanks to the PPG members who supported the inspection process.

New initiatives for the PPG include a commitment to contributing to the Practice objective of encouraging healthier lifestyles. The 'Bee-friendly' garden at the Nuffield is taking shape thanks to the PPG volunteers supporting this GP-led initiative. There is much to be done in 2022 - so we hope our readers will enjoy a refreshing Christmas break.

#### ***High Scores for the Nuffield Practice***

If you visited the Practice as a patient or a carer this summer, you may have been randomly chosen to fill in a questionnaire, devised and led by your PPG, about how you think the Practice has been doing. This article brings you the results!

**Spoiler alert: if you don't want to read any technical stuff about the survey method (below) the overall result was a set of very good scores for the Practice. Well done to all involved!**

The idea was to find out in a structured way how you rated the Practice in five key areas: safety, caring, effectiveness, responsiveness and being well-led. These are the criteria by which the Care Quality Commission evaluates all Practices in England. We also asked a sixth question about the Practice response to Covid-19.

The method we used was chosen to be simple and validated. It is designed to measure a 'Net Promoter Score' for each question. This method is often used in national surveys to measure consumer satisfaction. The Family and Friends test is very similar.

Each question topic was rated by recipients on a scale of 1-10 to reflect their perceptions of the service. The method required responses to be grouped into 'Detractors' (any score of 6 or below), 'Passives' (score 7 or 8) and 'Promoters' (9 or 10) depending on how likely recipients were to recommend the Practice to friends. For each question, a 'Promoter Score'

was calculated by subtracting the percentage of 'detractors' from the percentage of 'promoters'.

Here are the Promoter Scores from the 276 completed forms

- Safe: 79
- Caring: 75
- Effective: 70
- Responsive: 70
- Well-led: 65
- Coping with Covid-19: 63

NB these are not percentages but the net scores when the negative percentage responses are subtracted from the positive percentage responses. Some people did not feel able to answer some questions, especially on things such as 'Is the Practice well-led?' or 'How did the Practice cope with Covid-19?' so the numbers of answers are lower for those questions.

At this stage we do not have directly comparable data from other practices, but this looks like a very respectable set of numbers, and it is notable that there were very few 'detractors'. Importantly, this gives a great starting point on which to build in the coming years and was warmly commended by the CQC inspectors. For context, these are much higher scores than those achieved in most industries, where scores can reach into the negative territory and where +30 is considered good!

*Graham Shelton*

***Oxfordshire Workshop on Patient Data: Heather Pike reports***

A workshop was held in July 2021 to consider the Government proposals on patient data, in particular (a) patient data which can provide information and feedback about how services are used; (b) individual patient data - whether identifiable or not; and (c) confidential patient data containing individual health data and personal information.

Since the workshop, considerable concern has been expressed nationally about the government's initial timescale for implementing changes in patient data sharing, and the Government extended the date for any changes to be implemented by twelve months to facilitate further discussion and consultation.

***Watch this space***

*On Your Bike?!--*The PPG is looking to engage in cycling initiatives to enhance health by recruiting a cycling champion—more news in our next edition.

*To contact the Patient Participation Group, and find out more about its activities, consult the [website](#) or email the practice at [nuffield.practice@nhs.net](mailto:nuffield.practice@nhs.net)*