

Westgate Surgery

Patient Involvement Policy

Introduction

This document sets out the surgery's strategy for both involving patients in making decisions about their own care and in making decisions about the services the practice offers and in reviewing the quality of services.

Policy Statement

This surgery is committed to making the control of infection within the building and in relation to the clinical procedures carried out within it.

Aims of the Policy

The policy aims to involve patients, carers and the public in order to

- Obtain the best outcomes for patients
- Improve the patient experience
- Help us to run our services more effectively and efficiently

Our Commitment

Westgate surgery is committed to involving patients, their carers and the public in the following

- Decisions about care
- Current services provided and the quality of those services
- Changes to existing services and the planning of new services
- Development of proposals for change

How we will achieve this

Decisions about care – The doctors and nurses will discuss with patients options for care and involve them in making decisions about their care. This may involve relatives if this is agreed with the patient.

Current services provided and the quality of those services – the practice will undertake regular patient surveys and will discuss the results and agree actions with members of the Patient Focus Group. As part of the review of quality of services the practice will discuss anonymised reports of complaints with the Patient Focus Group. In

addition the practice encourages feedback and comments via its website and through a Comments Book kept in the waiting room

Changes to existing services and the planning of new services- the practice commits to reviewing with its Patient Focus Group any plans for service development and any changes it proposes to make to existing services and seeks their view on whether wider consultation with patients about service changes is required.

Development of proposals for change- The practice as part of its Patient Focus Group listens to patient's views on what services they would like to see offered.

This will be supported by the following actions:-

Regular meetings with the Practice Patient Involvement Group

Providing Regular Feedback to patients through Newsletters, the practice website and surgery information screens

Review of Complaints, comments and feedback in which ever guise they are offered.

See also:

Terms or Reference for Patient Involvement Group

Practice Complaints leaflet

References

<http://www.napp.org.uk/>

A guide for working together The Care Quality Commission and patient participation groups June 2013

<http://www.patient.co.uk/search.asp?searchterm=PATIENT+PARTICIPATION+GROUPS&collections=PPsearch>

Approved by Dr Meakin & Partners

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