

--	--

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	95.			2.5	0.13	0.05	0.12	0.18
PRG	100							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.11	0.02		0.05	0.36	0.05	0.06	0.42		0.75
PRG										

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

Advertising the PPG on the practice website
 Attempting to recruit younger members via a High School group.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?
e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? ~~YES~~/NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

- Practice Survey carried out in February 2014
- Friends and Family Test from December 2014 to February 2015
- Comments received from patients to GPs and staff

How frequently were these reviewed with the PRG?

Quarterly at PPG meetings

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 589 419">Description of priority area:</p> <p data-bbox="203 461 2007 523">Late running surgeries: patient surveys and the PPG members had highlighted issues of patients having to wait longer than 15 minutes to get into their GP consultations.</p>
<p data-bbox="203 639 887 670">What actions were taken to address the priority?</p> <p data-bbox="203 711 2007 810">The Practice undertook an audit in May 2014 of “length of waiting time in surgery” for the previous four months. This revealed that on average, while 63% of patients waited no longer than 10 minutes to be seen with nearly 80% waiting no longer than 15 minutes, there were clearly one or two GPs who were “outliers” who kept patients waiting longer on more occasions.</p> <p data-bbox="203 852 2007 981">Individual GPs then audited their own performance, tried to identify what factors caused late-running, and sought ways of improving matters, such as building in “catch-up” periods and ensuring that they started on time. The PPG acknowledged that factors such as patients arriving late, and emergency situations, e.g. where a GP was delayed by the need to arrange urgent ambulance transport to hospital for a surgery patient, were always going to be an issue.</p> <p data-bbox="203 1023 875 1053">The GPs are going to re-audit performance in 2015.</p>
<p data-bbox="203 1128 1312 1158">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1200 2045 1262">A re-audit in November 2014 showed a reduction in waiting times by the majority of GPs, which should have had a favourable impact on many patients attending surgery. Efforts to improve are on-going and the situation will be audited again later in 2015.</p>

Priority area 2

Description of priority area:

Improvement to the internal physical appearance of the Health Centre. Requests for an upgrade of the premises had featured at the top of patients comments in practice surveys for the past two years

What actions were taken to address the priority?

The Practice had been struggling to obtain a major refurbishment for the previous eight years and the latest planned scheme was blocked just prior to implementation. In discussion with the PPG we looked at interim improvements we could make pending landlord improvements; these were:

- 1) Redecorated the main waiting room; removed old curtains and rails; improved the lighting; installed magazine racks and – in recognition of patient requests - now provide new batches of a variety of magazines every month
- 2) We successfully bid for a grant to install automatic doors at two entrances.

Result of actions and impact on patients and carers (including how publicised):

- Brighter and tidier waiting area with improved reading material. Immediately noticeable to patients coming to GP appointments
- Installation of automatic inner doors at the main entrance makes this entrance DDA compliant as well as giving a lighter, more modern appearance which patients have commented on favourably.
- Installation of automatic doors at the first floor level has enhanced access for elderly and disabled patients for whom this is the only non-stairs access to the upper level.

Priority area 3

Description of priority area:

Planned change to the 0844 number

What actions were taken to address the priority?

The Practice is tied into a contract for its Telephony system which expires at the end of December 2015. We have outlined our plan for its replacement to NHS England and are currently actively engaged in a scoping and tendering process with Telephony service providers to install a new system with a sole geographic number and updated technology by 31st December 2015.

Result of actions and impact on patients and carers (including how publicised):

Once installed, this should have a favourable result for most patients phoning the Practice from mobile phones or who pay “block” amounts for a call “bundle”.

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

Parking and transport: The car park was re-surfaced, disabled spaces were re-located next to the building in response to patient requests, and the number of “staff reserved” slots were reduced .

Unfortunately we have been unable to make any progress with the local Highways department to have a pedestrian crossing outside the Health Centre.

New Patient Welcome Evenings/ Learn about Getting the Best from Your GP Service: The Practice and the PPG organised two dates for new patient welcome evenings. These were not well attended, therefore the PPG decided to shelve this idea for the time being and perhaps re-visit it at a future date.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

Has the practice received patient and carer feedback from a variety of sources?

Was the PPG involved in the agreement of priority areas and the resulting action plan?

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Do you have any other comments about the PPG or practice in relation to this area of work?

- The Practice has had posters advertising the PPG and has a PPG section on the Practice website.
- The GPs actively try to recruit members when discussing issues with patients
- Current PPG members are encouraged to spread “word of mouth” knowledge of the PPG

The PPG has discussed the various items in the action plan in regular agenda items of its meetings

Improvements have been described in section 3 above