

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	2912	60	10	794	101	66	34	44
PRG	6	1		14	1			

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	50	14	12	26	157	123	120	89	5	82
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:

PPG meetings advertised within the surgery, local pharmacies, details of PPG sign up, included new registration packs. Advertised in baby clinic for young mothers to attend. Details included in newsletter. Meetings held at various times so that working patients are able to attend. Nursing homes are encouraged to attend.

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

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

Patients that reside in nearby nursing home are made aware of any meetings, the owner and manager are encouraged to attend so that we may get feedback and discuss any concerns. Patients that work and are unable to attend during normal working hours.

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year: NHS Choices comments, Friends and Families test, suggestions box on site, internal surveys carried out quarterly, all feedback discussed with PPG members and regularly at team meetings

How frequently were these reviewed with the PRG? Quarterly

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Appointment System – concerns around waiting time for appointments.

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Appointment system	Staff need to offer choice of appointments; telephone consultations and online consultations and ensure correct use of appointment.	Surgery	On-going process

	<p>i.e can patient be seen by NP.</p> <p>Monitor demand on a daily basis, conduct internal audit to ensure correct amount of appts offered for list size.</p>		<p>June 2016</p>	
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Result of actions and impact on patients and carers (including how publicised)

More appointment options available to patients, i.e online consultations, appropriate bookings, seen by the most relevant clinician, patients seen urgently if needed. Continuous monitoring ensures that demand is met where possible. Appointment system advertised onsite and in practice leaflet.

Priority area 2

Description of priority area:

Electronic Prescribing – concerns about the length of time for prescriptions to be signed electronically

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Electronic prescribing	Ensure all Doctors are set up to sign prescriptions, notify patient if any delay foreseen. Patients to be made of the 48hr notice policy for repeat prescriptions. Put up posters explaining the process and update the practice website	Surgery	Sept 2016

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

48hr policy notice for repeat prescriptions adhered to, advertised in practice leaflet and on site, local pharmacies notified. Any delays in prescription – patient and/or pharmacy notified in a timely manner, with clear explanation of reason for delay and timescale. All GP's will be able to sign prescriptions electronically to avoid any backlog.

Priority area 3

Description of priority area: - Waiting time to be seen

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Waiting time to be seen for appointment – sometimes 30 mins	Staff to notify patients when they attend for their appt that there is a delay. Discuss in clinical meeting. If patient needs to have double appt each time to add alert so that reception are aware at time of booking appointment. To be monitored and included as an operational policy.	Surgery	Ongoing

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

Patients aware of waiting time, kept informed, less frustration for patients if they know that there is a delay. Staff to keep patients updated. If there is an alert on the patient's notes that they need a double booking this will reduce the waiting time for other patients.

Poster to be put up explaining to patients that a 10 minute appointment is for one problem educating them to book a longer appointment if they require more time with the GP.

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):

Priority Area	What action has been taken?	Who is responsible for this?	What action still needs to be taken?	Deadline
Uniform	Staff have been provided with a uniform.	Surgery	N/A	July 2015
Waiting time to be seen for appointment	Monitor daily. Ensure staff notify patients of any delays. Discussed at clinical meeting	Surgery	To continue	Ongoing – included as priority for this year.
Postage	Change way letters are posted.	Surgery	N/A	June 2015

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 29.3.16

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? Advertised in surgery, local pharmacies, invite attached to prescriptions.

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

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

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Improved communication, patients kept informed, appropriate appt booking, improved capacity to meet demand

Do you have any other comments about the PPG or practice in relation to this area of work? No.