

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	895	35	0	870	30	50	0	90
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	41	10	13	21	59	44	54	77	8	2865
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 in new registration packs.

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 can provide feedback via email.

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? Reviewed in PPG meetings on 4.8.2016 & 20.3.2017

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: Continuity of care

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Continuity of Care	Actively seek to fill current vacancies. Use Long term locums to fill gaps.	Surgery	On-going process

Result of actions and impact on patients and carers (including how publicised). As one GP was on maternity leave, the surgery employed a long term locum to cover maternity cover. This locum has stayed with the surgery now to cover current vacancy. The surgery only uses regular locums to fill any gaps so that continuity of care is maintained and patients can see the same GP for any follow ups.

Priority area 2

Description of priority area: Telephone Access

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Improve telephone access	Explore other options of improving telephone access, i.e increased staffing at peak times. Telephone triage/Telephone consultations	Surgery	Ongoing

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

There are at least two members of staff answering the phones at peak times, with the option of other staff being able to log on and answer calls from other work stations if needed. Specific appointments offered for telephone consultations and to discuss results.

Priority area 3

Description of priority area: Quality of consultation

What actions were taken to address the priority?

Priority Area	Actions	Who does this?	Deadline
Adequate time given for consultation.	Adequate time allocated for appointment, staff to ask patient for brief nature of call, so that they can determine whether patient needs a longer appointment. Dedicated long Term condition clinics allowing patients more time to discuss issues/concerns regarding their medical condition.	GP/Nurse	ongoing

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

Patients have the option of booking a double appointment if needed so they don't feel rushed. Patients feel supported and listened to by the GP/Nurse.

Long Term Clinics introduced where patients with a complex condition or multiple conditions could be regularly checked, followed up and given enough time to discuss any issues, implement care plans. Patients feel more informed of their condition and are able to manage their condition better at home.

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
Appointment System	Continuously monitored, appropriate booking – double appointments if multiple issues.	Surgery	System is monitored regularly	Ongoing
Electronic Prescribing	All staff trained. Pharmacies aware and majority of patients now have their prescriptions issued electronically to pharmacy	Surgery/Pharmacy	None	Sept 2016
Waiting time to be seen	Staff inform patients if any delays. Appropriate time booked for appointment, i.e double appointment or patient booked into speciality clinic i.e Long Term condition clinic.	Surgery	None	Sept 2016

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: 22/8/17

How has the practice engaged with the PPG:

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

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.