

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 | 2189 | 133 | 0 | 1889 | 27 | 48 | 0 | 254 |
| PRG | 2 | | | 2 | | | | |

| | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | |
|----------|---------------------|-----------|-------------|---------|-------------|---------------------------------------|-----------|-------------|-------|-----------|
| | Indian | Pakistani | Bangladeshi | Chinese | Other Asian | African | Caribbean | Other Black | Arab | Any other |
| Practice | 230 | 95 | 563 | 698 | 483 | 48 | 27 | 182 | 111 | 0 |
| 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 information leaflet and sign up form continues to be provided to all new patients registering with the practice*
- *Advertised on website*
- *Large poster in waiting room*
- *Patients opportunistically informed of PPG with details of how they could sign up*
- *Clinicians also inform patients, where appropriate of the group.*
- *Text messages sent to all patients over 16yrs*
- *Letter/email invites*
- *Information slips attached to prescriptions*
- *Posters given to local pharmacies.*

We continue to strive to have a PPG representative of a cross section of our population and whilst making some progress, the Practice and the Group are keen to improve this.

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| <p>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</p> <p>If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:</p> <p><i>Patients that work and are unable to attend during normal working hours can provide feedback via email. Meetings times varied to improve attendance. Nursing home also invited to provide feedback</i></p> |

2. Review of patient feedback

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| <p>Outline the sources of feedback that were reviewed during the year: <i>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</i></p> |
| <p>How frequently were these reviewed with the PRG? <i>30.7.18, 23.10.18, 28.1.19, 28.3.19</i></p> |

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: *Access*

What actions were taken to address the priority?

Refinement of appointment system –, promoted e-consults. Monitor appointment availability on a weekly basis – adding extra sessions according to demand whenever possible. Implement DNA policy. Hackney Hub service appointments used. Promote minor ailments scheme

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

*Some improvement – however demand seems to outstrip supply
Appointment system advertised in surgery– details of how many appointments were wasted due to patients that DNA'd are displayed in the surgery. Leaflets to promote e-consultations. Details of Minor Ailments scheme displayed in waiting room.*

Priority area 2

Description of priority area: Entrance door – difficult to open especially by patients that have mobility issues or pushchairs – not DDA compliant.

What actions were taken to address the priority? *Three quotes were obtained and passed to Hurley Group – these were reviewed and one contract chosen. Permission obtained from Landlord*

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

There have been issues with the company chosen – price quoted has changed considerably, therefore we have had no option but to obtain a further quote to compare costs. Once completed we will be DDA compliant.

Priority area 3

Description of priority area: Telephone Access

What actions were taken to address the priority? *The surgery has signed up for patient partner to be installed on the telephone system. Hurley Group will also review the contract with its current telephone provider*

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

Patient partner will allow improved telephone access, patients can choose from various options depending on the reason for their call.

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):

Appointment system – continuously monitored

GP recruitment – ongoing process

Electronic prescribing – started in 2016 – All patients signed up for service

Reduce waiting time to be seen – double appointments booked for patients with more complex issues. Staff keep patients informed if GP running late.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 28.3.19

How has the practice engaged with the PPG: *Face to face meetings, email*

How has the practice made efforts to engage with seldom heard groups in the practice population? – Included details of PPG in new registration packs, advertised PPG in surgery and on surgery website, Nursing home patients have also been asked to provide feedback either via email and also by completing survey

Has the practice received patient and carer feedback from a variety of sources? *Yes. Friends and family/suggestions/CCG survey*

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? *Some actions are pending.*

Do you have any other comments about the PPG or practice in relation to this area of work? *Efforts have been made to improve attendance and participation in meetings/providing feedback. Our in-house survey provides trends of issues and these are actioned accordingly wherever possible.*