



	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1.50	0.08	0.08	0.20	0.26	0.26	0.12	0.05	0.005	0.18
PPG										

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:

Since the formation of PPGs the practice has worked hard to try to recruit members who accurately reflect the practice population however the group is aware it is not reflective of the age profile of the practice population. To address this issue the PPG have worked with the Practice to establish a virtual Patient Reference Group of around 4700 patients who have agreed to be canvassed from time to time for their opinions on the practice and its services, receive the regular newsletter and are invited to provide feedback and suggestions . This is PRG is maintained and promoted by the PPG through:

- Regular newsletters produced by the PPG
- Targeting patients via email asking them to participate in the PRG and the 2014 Patient Survey
- Displaying notices in our Waiting Rooms
- Promoting the PPG and PRG by members attending during specific patient clinics such as annual flu vaccinations.

This promotional activity has meant that the PRG now represents at least 25% of our practice population.

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:

Under the VMO scheme we look after many residents who reside in the 5 Nursing and Residential Homes in the local area. These

patients are predominantly housebound and therefore do not attend the surgery but as our GPs visit the Homes at least once each week (often more) they have good working relationships with the Homes Managers and staff who will raise any issues or comments on behalf of their residents about the services we are providing.

The Home Managers receive copies of the Newsletter which they can circulate to their residents.

We have in excess of 100 housebound patients in the area, living in their own homes. Many of these have Carers and we have actively targeted this group to ensure they are aware of the support we can give them and the 'cared for' patient. In last year's End-of-Year report we reported that we had 177 Carers on our register, we now have 198.

## 2. Review of patient feedback

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

- 1) **Following publication of a newsletter** – patients who receive the newsletters via email frequently respond to give us their views on the content of the newsletter, or use this as a platform to advise the practice of any concerns, questions and queries they have. A member of the PPG monitors the responses into the email account and flags up to the practice any which require us to take action/respond to the patient. All emails received into the PPG account are discussed at our PPG meetings either for information or to be discussed and actioned, if appropriate.
- 2) **Annual Patient Survey** – patients were invited to participate in the 2014 annual survey and the results were collated and reported on by the PPG. An Action Plan was determined after discussion of the survey results at PPG meetings and the PPG AGM which was a public meeting..
- 3) **Via the PRG** – the Patient Reference Group is a 'virtual' group of patients who are usually contacted via email and asked to respond to a specific question about our services. The responses are discussed at PPG meetings.

4) **Informal feedback from PPG members** – members of the PPG have close contact with the managers at the practice and will approach us with specific queries, questions and concerns raised to them by other patients.

How frequently were these reviewed with the PRG?

The PPG is involved in every aspect of the feedback sources explained above and any patient feedback, via either method, is discussed in our regular joint meetings.

### 3. Action plan priority areas and implementation

Priority area 1
Description of priority area: ACCESS TO SERVICES
<p>What actions were taken to address the priority? To address concerns raised in the 2014 Patient Survey the following actions have been undertaken</p> <ul style="list-style-type: none"><li>• More appointments have been made available</li><li>• A named GP has been identified for all vulnerable patients</li></ul> <p>Other options being considered to include:</p> <ul style="list-style-type: none"><li>• Writing to patients who persistently do not show up for appointments</li><li>• Introducing a text reminder system</li><li>• Rejigging opening hours , although this is constrained by current contractual arrangements</li><li>• Offering patients Triage by a doctor .</li></ul> <p>In addition to improve access a Counselling service and Ultrasound is now hosted by the practice and the provision of Physiotherapy is being considered.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>All the actions will be publicised via the Newsletter, Noticeboards and at the AGM. The impact of these changes will be monitored and patients are being asked to complete a short survey on their experience of the appointments process devised with the PPG and this will inform further action</p>

## Priority area 2

Description of priority area: Customer Service?

What actions were taken to address the priority?

To address concerns raised in the patient survey and to improve efficiency and effectiveness the following actions are being implemented:

- A review of existing Reception arrangements to address concerns raised by the PPG (following observation) and patients that at busy times customer service required improvement. This has resulted in the recruitment of an additional administrative post and a review of roles so that staff can focus on fewer tasks.
- Liaison with local pharmacists to improve the efficiency of the Vision on Line prescription service.
- Offering patients the facility of requesting a print out of test results (after they have been viewed by a doctor).
- Offering a private space to patients who wish to receive their test results confidentially.

Other action planned includes clarifying the complaints process for those services hosted but not directly managed by the Practice.

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

These actions will be publicised via the Newsletter and Noticeboards and monitored through regular patient feedback

### Priority area 3

Description of priority area: Improving Patient Feedback

What actions were taken to address the priority?

The practice and PPG has concerns that the Friends and Family Test (FFT) is an inadequate mechanism for obtaining patient feedback in a way which enables service improvements to be identified. The PPG will therefore be considering ways in which this can be complemented including surveys on specific issues, (see reference to appointments survey above)

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

Via the Newsletter , etc and feedback from the PRG and AGM

## 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):

- 1) **The PPG itself** – since its inception the role of the PPG has evolved and grown and the current PPG has an active and invaluable role within the practice. They both support and assist the practice with many aspects of our work and provide us with valuable insight of how our patients feel we are doing and what areas we can improve upon.
- 2) **CQC Working Group** – together we have formed a sub-group to look specifically at the requirements of the CQC and the members from both practice and PPG, discuss and action ways to prepare ourselves for CQC inspection.
- 3) **Patient Surveys** – we have improved upon the quality of Patient Surveys by identifying the key areas of concern and concentrating the questions on the areas specifically relevant to the Practice. Previous surveys used were those developed at national level and therefore not always specifically relevant to the key issues in individual practices. The PPG was instrumental in preparing the questions for the survey which was useful and appropriate from the patient's perspective.
- 4) **Action Plans** – The PPG and practice together develop the Action Plans following the results of the annual surveys. We then work jointly to see the actions through and improve our services.
- 5) **Premises** – previous surveys identified the need for improvements to our practice buildings and these are being undertaken, albeit slowly, due to financial restraints. However the practice has submitted bids for funding from (previously) the PCT and latterly from NHS England to make the improvements required.
- 6) **Patient Reference Group** – the development of a virtual PRG allows the practice to communicate quickly and effectively with at least 25% of its practice population, through the use of email. An NHS email account was setup specifically for communication with the PRG and is monitored by a member of the PPG who liaises closely with the practice with regard to responses from patients.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30<sup>th</sup> March 2015

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 via the PRG

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

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? Yes

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

The PPG has a good relationship with the practice and actively supports the practice in undertaken surveys , patient information and education and at specific events eg the Flu Clinic. The PPG meetings are attended by the Practice Manager, Doctors and Surgery managers.