



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	2							
PRG	20			0				

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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:

Since the initial set up of the patient group we have advertised throughout the surgery via posters /leaflets etc and invited patients to participate, also group members speak to other patients to encourage membership.

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? 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:

We have reviewed out friends and family test sheets completed by patients and also have a comment/suggestions book available on reception for patients to enter their comments anonymously, the ongoing problems as far as our patient base is concerned are getting through on the phone and appointments which is a national problem and we have looked at various types of appointment booking systems which enables us to follow government guidelines for booking in advance and also have appointments available on the day.

How frequently were these reviewed with the PRG? We hold meetings 4-5 times a year and these problems are discussed at most of the meetings

### 3. Action plan priority areas and implementation

Priority area 1
Description of priority area: APPOINTMENT BOOKING
What actions were taken to address the priority? We have altered the number of pre-bookable slots available to patients and also patients are able to book on-line.
Result of actions and impact on patients and carers (including how publicised):Our practice leaflets, posters and our electronic message board in the waiting room have made patients aware of the availability of appointments .

## Priority area 2

Description of priority area: Telephone Access

What actions were taken to address the priority?

We changed the queueing system on the phones again to try to accommodate the patient's requests. We continue to look at various options as and when they become available.

Result of actions and impact on patients and carers (including how publicised): We feel that the access has improved but the patients view of the difficulty does not appear to have altered.

Priority area 3

Description of priority area:N/A

What actions were taken to address the priority?

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

## 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):

As a group we agree that the meetings held throughout the year give the patient group an insight into how the doctors and staff at the practice deal with the day to day running of general practice and the difficulties faced by the practice overall, our group is very supportive of the doctors and staff and do offer suggestions for how we may improve which we implement where and when possible. The group has suggested the implementation of a newsletter produced by the members of the patient group which is in the planning process at the moment. We hope this will enable our patient population to have a better understanding of what the practice hopes to achieve in the longer term.

#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26.3.2015

How has the practice engaged with the PPG: Dr Norris and our practice manager Teresa Kemp meet at least 4 times a year with the group and have open discussions at these meetings

How has the practice made efforts to engage with seldom heard groups in the practice population? We have publicised the group on our website and throughout the surgery.

Has the practice received patient and carer feedback from a variety of sources? We have received feedback from patients and carers via our suggestion book/box and the friends and family test forms.

Was the PPG involved in the agreement of priority areas and the resulting action plan? The group suggested the areas we needed to discuss at meetings.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Phone access and appointment booking has improved although we still have busy times when the phones are engaged.

Do you have any other comments about the PPG or practice in relation to this area of work? We feel the group and surgery are working together well to address the problems involved in the phone access and appointment booking and the practice is always open to suggestions from the group and will implement any changes that are practical.



