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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	80	80	0	0	2	6	6	5
PRG	2							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	66	2342	1372	3	22	60		2	0	0
PRG		9	6							

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:

Posters were put in waiting room/website/face to face to join the PPG

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:

VERBAL

EMAIL

COMMENT BOX

WEBSITE

SURVEY

How frequently were these reviewed with the PRG?

3 MONTHS

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>APPOINTMENTS-Advance /Same day/Telephone</p>
<p>What actions were taken to address the priority?</p> <p>PATIENT SURVEY</p> <p>ANALYSIS OF FREQUENT FLYERS</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Increased same day appointments/telephones appointments. Over 65 year olds/under 5 years given priority Website/ poster in waiting room</p>

Priority area 2

Description of priority area:

WAITING TIMES

What actions were taken to address the priority?

Co-ordinate doctors clinics

Add 2 Catch up slots in AM/PM CLINCS

Patients with mental health issues or learning disabilities are accommodated at the start or end of the clinic

Avoiding delays in clinic times

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

The waiting times have significantly gone down

Website /notice board in waiting area

Priority area 3

Description of priority area:

Minor Ailments/extended hours

What actions were taken to address the priority?

Videos will be done of Patients regarding minor ailments and managing their illnesses, this would hopefully send a message to the practice population as these individuals are part of the wider community.

Patients were stating that access to the nurses appointments during the evening were limited. We therefore offer 1 hour evening surgery for Nurse appointments.

Point was raised that there is no prayer room for patients to pray whilst waiting to see the clinicians

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

We unfortunately have not managed to make the video yet due to other commitments from certain PPGF members, this will be done over the course of the next year or so. However we did engage with local mosques prayer times during Ramadan to make people aware of fasting during Ramadan and how it can be managed.

Made patients aware that Inspire Medical Centre has a prayer mat and a room for staff members to use. This would be available for the patients to use at request, a poster has also been displayed in the notice board and discussion will be taking place with the

building manager to maybe have one in the building.

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):

Last year we identified that there were more advanced appointments available and less same day access .it was identified that there was high DNA rate of advanced appointments. So same day access was increased to improve access for more patients.
Also during this year we increased the Wednesday Am clinics to two GP's to improve access.
Practice engaged with local community for awareness with diabetes during month of Ramadan (went to local mosques to raise awareness)
Coordination of doctor's clinics to decrease waiting times.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30/03/2015

How has the practice engaged with the PPG:

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

Emails/Letters/Notice Boards/ Face to Face/Internet

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

Yes via FFT, in person at the desk and via email/Letter

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

Yes the PPG was actively involved in this

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Smoother, Efficient and better delivery of the service and patient care

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

In the next year we hope to engage with these groups by tailoring the type of engagement that we make with them. We hope to achieve this by possibly attending different association group meetings, using Social Media to engage with some patients etc.