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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								
PRG	16	1		1			1	1

	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:

Patients were encouraged to join from each gender and age group this included any members who were already in the virtual PPG group. The practice advertised this throughout the two surgeries and local community notice boards schools , village hall , local shops , using poster campaign . Also it was promoted via the practice website.

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:

Large number of older patients and 3 nursing / residential and EMI homes. As both surgerys are in village locations we have successfully utilized the village notice boards ie post office, village Hall and the village parish newsletter.

2. Review of patient feedback

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

1. Patient satisfaction questionnaires from previous patient survey
2. Friends and Family Test
3. Nhs choices website
4. Verbal feedback at reception desk , in gp and nursing consultations during surgery hours
5. Email from members

How frequently were these reviewed with the PRG? Annually 2014/2015 planned for quarterly meetings 2015/2016

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Car parking , overcrowded waiting room when all Clinicians are working .</p> <p>Pattingham patients requesting more access to GPs and nurses</p> <p>Access issues for mothers with young children / pushchairs and patients who are disabled at pattingham branch surgery.</p>
<p>What actions were taken to address the priority?</p> <p>Relocation of Pattingham surgery to bigger purpose built premises has been agreed and a process is now being followed to build a new surgery within Pattingham Village . This will also relieve workload and pressure of room availability for Claverley surgery.</p> <p>Review of existing clinics and surgerys to meet patient needs spread where possible across the week so car parking can be optimized at both surgerys .</p> <p>Introduction of more GP surgerys at Pattingham and a nurse lead clinics including diabetic clinic appointments weekly.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Positive feedback and support from patients through methods described as above for relocation of new surgery in</p>

Pattingham

Support of Pattingham patients for the new premises(questionnaire to random sample of patients who attended Pattingham surgery over a 2 week period in December 2014) .

Extra nurse clinics and GP surgerys at Pattingham well attended with positive feedback.

Priority area 2

Description of priority area:

Long waiting times for GP appointments particularly with a specific GP.

Waiting times at the surgery to see GP when attending for an appointment .

What actions were taken to address the priority?

Total review and implementation of a new appointment system offering same day appointments, prebookable appointments and 48-72 hour appointment availability based on clinical need e.g triage /telephone consultation with nurse or GP .

Availability of specific GP and realistic waiting times to see that GP relating to hours of work and workload.

Use of appropriate NHS Literature e.g choosing the right care for you .

Providing Winter Pressures additional surgeries every week out of normal surgery hours to meet the need of extra seasonal illnesses.

Appointing a regular GP for Mon and Fri for urgent same day appointments following audit of appointment system .

Launch of the first in a series of patient education leaflets, on how to get the most out of your 10 minute GP appointment Supported by a poster and notice campaign in both surgerys and reminders given in random surgerys by reception staff .

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

More appropriate use of nurse and GP appointments .

Winter pressure appointments and same day appointments well attended with positive feedback through methods afore mentioned.

More opportunity to re educate patients regarding acute illness and use of same day appointments supported by appropriate nhs literature and clinicians.

Ongoing audit and review of the appointment system including appropriate use of appointments.

Use of health education guidelines regarding length of Gp appointment and best use of this by patient (In form of a leaflet and laminated notices both surgery waiting rooms).

Priority area 3

Description of priority area:

Working patients and parents of young children requesting easier methods of booking appointments and communication .

What actions were taken to address the priority?

Introduction of " Patient Access" for free online appointment booking .

Free text messaging service for appointment reminders

Continuing to offer Email and electronic communication service as well as telephone consultations with admin and clinical staff where appropriate.

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

Patient access being more frequently used.

Positive feedback re texting appointment reminders and reduced amountof DNA s in working patients.

Full and appropriate uptake of phone consultations with nurse and GP and so avoiding misuse of GP and nurse appointments.

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):

Review and implementation of a new appointment system as discussed above. Extra GP for 1 dy a week to offer 2 same day appointment surgerys on busiest days (Monday and Friday) .

Review of nurse and GP surgerys at Pattingham branch surgery – 2 more GP surgerys and 1 nurse clinic at pattingham surgery –Also to maximize the use of car parking space at both surgerys .

Reducation of patients regarding best use of appointments and how to choose the best care for their needs.

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

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

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

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

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

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