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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	7%	1%	7%	15%	1%	2%	1%	2%
PRG	12.5%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	3%	1%	31%	4%	3%	1%	1%	6%	1%	
PRG			62.5%				12.5%			12.5%

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:

Proactive recruitment of PPG members from different clinics such as chronic disease, baby and sexual health to ensure a wide mix of patients sampled for the group.

Text messages, emails and letters were sent to patients for invitation and reminders.

All patients informed of PPG meetings via posters and leaflets.

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:

Received
FFT
NHS Choices
Verbal feedback
Meetings
Emails

Patient's feedback was predominantly around increasing access. More on the day access and greater availability of GP appointment was the key theme. The following four areas were noted as focus areas:

1. Improve access
2. Customer service training
3. Online access awareness
4. Recruitment of GPs

How frequently were these reviewed with the PRG?

Reviewed at each meeting. PM updated PPG group on the action plan and PPG to sign off on them. Meetings held on 21st November 2014, 9th February 2015 and 13th March 2015.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

To improve patient access. Patients were unhappy with the three weeks wait time for routine appointment.

What actions were taken to address the priority?

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
Patient Access	<p>Practice Manager completed a demand audit. Did Not Attend (DNA) rates were in excess of 10% per month. PM to reduce DNA rates with PPG help.</p> <p>Loss of 2 Salaried GPs reduced access to routine GP appointment and immediate locum cover to be sought.</p> <p>Additional locum sessions were put in place over Q4 to alleviate appointment waiting times.</p>	Practice Manager and reception team.	April 2015

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

Waiting time is slowly reducing. Currently at two weeks wait for routine appointment. PPG group understand that the recruitment of salaried GPs positions will help us achieve 1 week target.

Practice Manager and PPG to continue to work towards this goal.

Poster at reception stating which GPs work which days and this will be updated once we have recruited.

Priority area 2

Description of priority area:

To improve customer service. Customer service training for front end staff.

What actions were taken to address the priority?

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
Customer service training for reception staff	Practice manager to arrange formal customer service training	Practice manager	May 2015

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

Staff will be equipped to deal with challenging patients. A uniform service will be provided to all patients at All Saints.

Patients will feel supported and cared for during their interaction with staff.

PPG have agreed to give constructive feedback in order to monitor this.

Priority area 3

Description of priority area:

Raise awareness for online access for greater uptake of online services.

What actions were taken to address the priority?

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
Increase online access uptake for patient	Practice staff to encourage patients to register for online access. This to be a default setting and included in the new patient registration forms Advertise on practice website.	Practice staff and Practice manager	March 2015

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

This will be advertised on practice website, on practice leaflets and prescription counter parts. Better access for patients and more convenient for working people. Reduce telephone traffic for queries that can be dealt with online leading to better patient access.

Priority area 4

Description of priority area:

Recruitment of GPs

What actions were taken to address the priority?

<i>Priority Area</i>	<i>Actions</i>	<i>Who does this?</i>	<i>Deadline</i>
Recruitment of GPs	Practice to initiate immediate recruitment campaign to replace leavers. Patients would like more female GPs	Practice manager/HR Team	March 2015/ Ongoing

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

This will be advertised on practice website, NHS jobs, BMA journals and other relevant portals. Practice Manager will keep PPG informed during recruitment process. Practice Manager has spoken to HR about the PPG request for more female GPs.

Patients will receive better continuity of care therefore increasing their satisfaction with the service.

Once recruited the website will be updated as will the poster at reception detailing who works when.

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):

Priority Area	What action has been taken?	Who is responsible for this?	What action still needs to be taken?	Deadline
1. Improving Access	New daily triage – designed to triage clinical need and deal with cases on an individual cases	All Saints Management	Practice website to promote and raise awareness of the service	March 2014
2. Reminder service	Text message reminder service to be implemented	Practice manager	Contract third party supplier	March 2014
3. Restrict Saturday appointments for release closer to appointment time to reduce DNA	Practice will block Saturday appointments until midweek for release	Practice Manager	Practice Manager to restrict use of Saturday appointments until midweek for staff and patient to use	March 2014

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:

A Zahrad. 30/3/15

How has the practice engaged with the PPG:

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

The Practice has spoken by word and mouth to patients by seeing them during their appointments and clinics – family planning clinic, chronic disease etc.

PPG was recruited to engage wider population, mainly mums from local schools.

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

Practice received feedback from FFT, practice surveys, verbal feedback and nhs choices comments.

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

Yes. PPG developed 4 focus areas; access, online access awareness, customer service and GP recruitment.

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

Happy with new lead GP patients have given positive feedback about his care.

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

Better continuity of patient care – seen many locum GPs and would to see regular GPs

PPG not in favour of nurse led triage – would like alternative.