

Detail the ethnic background of your practice population and PRG:

White				
	British	Irish	Gypsy or Irish traveller	Other white
Practice	6669	18	0	181
PRG	15	0	0	0

Mixed/ multiple ethnic groups			
White &black Caribbean	White & Black African	White &Asian	Other mixed
10	13	35	20
0	0	0	1

Asian/Asian British				
Indian	Pakistani	Bangladesh i	Chinese	Other Asian
28	3	0	29	4
0	0	0	0	0

Black/African/Caribbean/Black British		
African	Caribbean	Other Black
16	7	6
0	0	0

Other	
Arab	Any other
0	2
0	0

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:

- *The PPG is still representative of the practice population. The overall population of the practice holds 90% British and 10% made up of the others. The PPG is 94% British and 6% other. The PPG is a little bit higher % British but it still pretty much represents the % of different Ethnicity of patients within our practice.*
- *The practice has on ongoing recruitment program constantly trying to engage new members to the PPG by advertising the group on our practice website and displaying join up forms in the waiting room. In addition to this the partners raise the option to join the PPG with patients who offer more diversity to the group during patient consultations.*

2. Review of patient feedback

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

- *Friends & Family Test Results*
- *NHS England GP Patient Survey Results*
- *Other feedback sources*

How frequently were these reviewed with the PRG?

- *Friends & Family Test Results – monthly*
- *NHS England GP Patient Survey Results – annually*
- *Other feedback sources - annually*

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

- *Maintain appointment accessibility*

What actions were taken to address the priority?

- *Constantly review the appointment system for usage and availability*
- *When a problem arises this is raised with the partners and locums are acquired if need be*
- *The practices priority is patient access and easy of booking future appointments and being seen the same day.*
- *Practice has come up with what it feels is the perfect solution for our patients and meets the needs of our patients and list size.*

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

- *patients seen the same day, whether urgent or the patient feels it cannot wait*
- *ensure patients are able to book in advance on a time and date that suits them*
- *Appointment system is advertised in the practice booklet as well as the practice website.*

Priority area 2

Description of priority area:

- *Make more formal use with regular meetings*

What actions were taken to address the priority?

- *This is something that is currently under development and will be introduced during 2015-2016*
- *The practice is looking into creating a secure confidential online forum group that will allow real time conversations to take place*

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

- *The online conversation facility means that posts can be made about current issues and conversations can be posted allowing an ongoing conversation regarding each issue.*
- *The advantage of an online conversation facility that can only be seen by PPG members means these conversations / posts can take place at a time that suits both patients, carers and practice staff. This means people can post comments during the day, evening & at weekends.*
- *This will only be publicised to new members, existing members and included on the PPG sign up / information form.*

Priority area 3

Description of priority area:

- *Newsletter – suggest an article by one of the GP's on different subjects each time – Diabetes, Position of statins*

What actions were taken to address the priority?

- *Newsletters were introduced this year and will remain a priority of the practice due to their popularity and the ease of distribution of information to patients*
- *The current newsletter schedule will be quarterly*

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

- *The impact on patients will be better informed and received feedback and update on all things to do with Almond Road Surgery and that also affect their ongoing care.*
- *The partners will be asked to create an article to be included in the newsletter – this will be based around current issues that patients may have heard of in the press and be concerned about*
- *Patients as well as the PPG will be asked to suggest subjects that they would like to be included in future issues.*

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):

- **Advertising of Minor Illness Nurse Service Provision**
 - *The Minor Illness Nurse is advertised on the practice website*
 - *Patients are informed at the time of requesting their appointment on the Daily Sit & Wait service that if it's a problem that could be treated by the Minor Illness Nurse are they happy to be treated by her instead of seeing the Doctor*
- **Female GP**
 - *This is ongoing – currently the practice whenever seeking locums to cover sessions we always try to fill this wherever possible with a female locum*
 - *This is helped by the fact the practice now has 2 fully qualified Female Minor Illness Nurses*
 - *Ongoing monitoring of the situation*
- **Speak to a doctor over the phone**
 - *The service has been re advertised in the waiting room as well as on the practice website*
 - *Reception staff have had refresher customer care training which covered this*
 - *With the migration to System One the passing of messages to the Doctors has been a lot easier and we can now audit these tasks to ensure that they have been carried out, System One provides us with a much more efficient and effective tool to administrate this service.*
- **Contacting the Surgery by phone**
 - *Ongoing monitoring of the phone system & demand*
 - *All practice staff have received Customer Care Refresher Training this year and we are seeing faster turnaround of phone calls*
 - *Advanced Customer Care training is planned for 2015-16*
 - *The practice is currently looking into if it is feasible to purchase a new telephone system to cope with patients contacting the surgery and improving the service.*
- **Reception & Waiting Room Areas**
 - *The waiting room, front entrance and corridors have all had a new ant slip wood effect flooring laid*
 - *The waiting room chairs have all been replaced as well as the addition of a high chair with arms for the elderly, disabled, pregnant & patients with mobility issues*
- **Helpfulness of Receptionists**
 - *All staff received Customer Care Refresher course this year*
 - *Advanced Customer Care Course planned for 2015-2016*
- **Opening Times**
 - *A3 size poster placed in waiting room with opening hours as well as clinic / sessions hours*
 - *Advertised on practice website & practice booklet*
- **Rewording of Question 10 for the 2014/2015 patient survey**
 - *The practice did not do a practice survey in 2014-2015 as the practice chose to use the results of the NHS England GP Patient Survey*
 - *The practice also used the feedback from the Friends & Family Test Results*

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?

ALMOND ROAD SURGERY, ST NEOTS

Patient Participation Report 2014-2015