

## **Our Patient Participation Group (PPG) Report 2015-16**

We are extremely grateful to all members of our PPG group this year for their continuing support of the practice and their feedback. This was especially helpful for our CQC inspection and we would like to say a big thank you from everyone at the practice.

We produce an annual report, which we send to NHS England, publish on our website ([www.574healthcentre.org.uk](http://www.574healthcentre.org.uk)) and display in the waiting areas and email to all our PPG members. NHS England specifies certain things which need to be in the report and these are shown below.

### **Detail the gender mix of practice population and PPG:**

%	Male	Female
Practice	52	48
PRG	47	53

### **Detail of age mix of practice population and PPG:**

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	21.5	13	16	14	15	14	6	3
PRG	0	5.5	28	28	11	16.5	5.5	5.5

### **Detail the ethnic background of the 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	82	32	0	183	12	8	3	43	
PRG	3	0	0	4	0	0	0	0	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	322	62	760	11	200	159	175	35	0	49
PRG	7	0	11	1	3	5	1	0	0	1

### **Steps taken to ensure our PPG represents our practice population**

The group is fairly evenly split male/female with 2 more females than male, we have slightly more males registered at the surgery, but the difference is not great. Some of our PPG (patient participation group) members are parents of children registered at the surgery, so although not explicitly in the numbers, some children are represented.

Patients can join our PPG from our website and a poster is displayed in reception.

The religions of our PPG group are mixed in a way that reflects our practice population, although it must be emphasised that with 38 members, it is a small group.

We are pleased to have a representative of one of our patients who does not speak English as they have previously been unable to give feedback. We are also pleased to have a representative of our patients with severe learning disabilities, who would otherwise not be able to offer their opinion.

We would like to recruit more carers and housebound patients and have asked the district nurses and community matron if they feel any of our patients would be able to join. We have also asked our Primary Care Navigator if she could identify any patients who may be suitable.

We don't routinely collect data about our patient's employment status, so it is difficult to ascertain if our PPG reflects our patient population with regards to employment.

### **Feedback used to identify our priority areas**

We asked our PPG members for their feedback, we looked at the national GP survey; the new Friends & Family test questionnaires and the website [iwantgreatcare.org](http://iwantgreatcare.org); the NHS choices website feedback and the Care Quality Commission (CQC) inspection report.

Below are the 3 areas identified and the actions we have implemented:

## Action plan priority areas and implementation

### Priority area 1

#### **Description of priority area: Waiting Times**

This is following from last year's work, but continues to be an issue for some patients

#### **What actions were taken to address the priority?**

We have been trying to ensure the later appointments in the day are kept free for working patients

We have tried to ensure that the early morning appointments for the nurse are kept for fasting blood tests only

We are using more double appointments to try and prevent overrunning

The telephone consultations are working well and being used more and more

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

Reduced waiting times improve the patient relationship and ensures patients treated promptly

Results displayed in the waiting area

## Priority area 2

### **Description of priority area: Premises**

### **What actions were taken to address the priority?**

Increased fire exit signs

Review of risk of legionella

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

Patient's safety is improved

## Priority area 3

### **Description of priority area: New services offered**

### **What actions were taken to address the priority?**

All clinical staff have attended training for the new 24 hour blood pressure machine, spirometry testing and INR monitoring

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

Patients will be able to access more services at the surgery and will not have to travel to hospital.

Gradual introduction and Dr Krishna will advise to the individual patient who is eligible for the new services

**Progress made on issues raised last year:**

We continue to try and improve our waiting times. At times when there is an emergency, long waits can occur.