

Our Patient Participation Group (PPG) Report 2016-17

We are extremely grateful to all members of our PPG group this year for their continuing support of the practice and their feedback.

We produce an annual report, which we publish on our website (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		
PRG	50%	50%

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. We were concerned with having an online group that we may exclude some of our older patients, but this has not been the case. 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.

It is also on our website and a poster is displayed in reception. We have met with Odeta Pakalnyte from Healthwatch who advised she would look out for any of our patients at the voluntary groups she visits.

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

We are pleased to have a representative of one of our patients who does not speak English. 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 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 Friends & Family test questionnaires and the websites- iwantgreatcare.org and the NHS choices website feedback.

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: Increase the use of online access and use. We have an online PPG and patients can request prescriptions online and book appointments online, but our uptake is quite low
What actions <u>were</u> taken to address the priority? Posters put up to inform all patients regarding this Reception to offer this to as many patients as possible It is included on the new patient registration form
Result of actions and impact on patients and carers (including how publicised): Patients should be easily able to access their medications at a time convenient to them. Using online access should free up the phone for more urgent calls

Priority area 2

Description of priority area: Waiting times

This is a long standing issue for us and we have tried many possible solutions in the past. We will continue to try and find ways to improve our waiting times

What actions were taken to address the priority?

We are now able to offer patients appointments at the evening and weekend at the HUB

We have extended our opening hours and open earlier at 08:00 and finish at 20:00 on a Wednesday.

Patients can request prescriptions electronically and book appointments online

There will be times when an emergency does mean appointments over run and reception make a special effort to inform patients of this

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

Reduced waiting times improves the patient/ practice relationship and ensures patients are treated promptly.

Report displayed in the waiting area

This is an on-going issue and will be reviewed

Priority area 3

Description of priority area: Opening Hours

What actions were taken to address the priority?

We have extended our opening hours, reception is now open at 08:00 and closes at 19:00 on Monday, Tuesday and Friday, 20:00 on Wednesday and 18:30 on Thursday

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

The new opening hours are on the website and displayed in reception.

We hope this will increase patient access and reduce waiting times

Progress made on issues raised last year:

We continue to try and find ways to improve our waiting times; it is an on-going process.