

Detail the ethnic background of your practice population and PRG: We are unable to produce the ethnicity of members of our PPG as we are virtual group, this also applies to the age group information above.

	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								

	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:

We are continually trying to recruit new members to our PPG by displaying posters, using our call display and via our 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? **NO**

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful: **N/A**

2. Review of patient feedback

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

Appointment surveys
Family & friends feedback
Car park questionnaire

How frequently were these reviewed with the PRG?
As and when needed

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Appointments review & improving access</p>
<p>What actions were taken to address the priority?</p> <p>Questionnaires were emailed to our PPG as well as being given to patients to complete when they visited the surgery. They were also made available on our website to complete. Once we had our results we looked into some of the suggestions made:-</p> <ol style="list-style-type: none">1) More on the day appointments. We undertook a trial of making available more on the day appointments for patients to help with demand2) Difficulty getting through on telephone. We looked into installing a new telephone extension & computer in our main practice3) Alternative ways to book appointments We displayed more posters to help make patients more aware of alternative ways to book appointments ie:- vision online or via our website
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ol style="list-style-type: none">1) We trialled more on the on the day appointments this did not prove successful so we have reverted back to our old system, we are continually reviewing this.2) As a result of our findings we have now added another phone extension & computer in our main surgery to help patients get through to our receptionists quicker.3) We have found an increase in online booked appointments, if this keeps increasing it will hopefully free up our telephone lines more in the future.4) PPG are kept upto date with changes with have made via email or via practice newsletters we send to the group.

Priority area 2

Description of priority area:

We are currently looking into our total number of car park spaces with a view to increasing them.

What actions were taken to address the priority?

To enable us to get patient feedback to support our application we have sent a questionnaire to our PPG. We are also asking patients to complete a questionnaire on their visits to the surgery.

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

This is ongoing, we will update PPG with our progress via email & newsletters

Priority area 3

Description of priority area: Family & Friends Survey
Practice General Survey

What actions were taken to address the priority?

Questionnaires sent to PPG .

Results and comments both positive and negative to help us improve the practice.

Patients were asked if they would recommend our practice in the Friends & Family survey.

Feedback from surveys were implemented where possible.

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

Results were published on our website and also sent to the PPG for both the above surveys.

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):

Last year we were asked by the PPG to have photographs of the practice team on display in our reception areas to enable patients to recognise who they were last seen by if they could not remember the name of person they saw. This would help provide the patients continuity of care. There has been a delay in doing this due to a lot of staff changes over the past year including one of our doctors and our healthcare assistant leaving us. Now that we have our full team back in place we will be able to put in place the PPG suggestion of photographs.

We had some requests from our PPG for nurses appointments to be made available to book online. This has now been put into place

Two years ago at the suggestion of PPG we set up a noticeboard for the PPG within our main surgery in Gillingham. This is kept up to date with what's happening within the practice and community. PPG members also suggest anything they feel may be useful to display and this is implemented.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 31.3.15

How has the practice engaged with the PPG:

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

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

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

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Appts access improved, Family & Friends ongoing.

Do you have any other comments about the PPG or practice in relation to this area of work? NO

Our PPG is a virtual group, we keep in contact with them throughout the year, but unfortunately always get a very poor response back from them.