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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								
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:

The practice continues to advertise the PPG to all patients via website, noticeboards and newsletter, inviting new members. In addition clinicians have invited suitable individuals from minority groups and those representing specific groups of patients (eg carers). The PPG chair (himself a patient) is keen for the group to represent the practice population so far as possible.

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? YES

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

- Our practice population has a lot of elderly patients and we have tried to represent them on our group. Our membership includes many retired persons and also those caring for elderly patients.

2. Review of patient feedback

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

- The group has looked at feedback from the friends and family questionnaire and has also reviewed our annual complaints report. In addition to these formal methods, individual patient members have received comments from other patients and brought these to the group for discussion.

How frequently were these reviewed with the PRG?

- Annually or as things cropped up

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Improved communication between practice and patients.</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• The PPG has advised on wording of notices and communications to patients e.g. regarding changes to prescription ordering.• The PPG has produced a newsletter and plans to do so on a quarterly basis to keep patients informed about topical issues in the practice and to address patient concerns.• A noticeboard has been provided in the waiting room for the PPG to advertise its activities and provide information for patients attending the practice. This has been regularly updated by members of the PPG.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none">• Patients enjoy keeping abreast of practice news and topical issues by reading the newsletter and noticeboard.

Priority area 2

Description of priority area:

Improved access to appointments for all patients.

What actions were taken to address the priority?

- The group considered the strategy of distinguishing between routine and urgent appointments and agreed on which clinical situations would be regarded as urgent.
- The practice has put new systems in place to provide suitable access and has continued to monitor and adjust its provision according to demand.

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

- Clinicians and patients found that they agreed as what should be considered for an 'urgent' appointment and hence that on the whole this should be apparent to most patients.
- Both routine and urgent appointments are offered daily with a duty doctor doing an urgent surgery for each morning and each afternoon in order to provide access on the basis of clinical need.
- The practice now offers online access to appointment booking and this allows patients that are unable to phone for appointments when the lines open to access appointments as well.

Priority area 3

Description of priority area:

To provide information and support event for specific group of patients

What actions were taken to address the priority?

- Together the PPG and the practice planned and delivered a 'Carer's Day' in the practice building. We invited all patients on our carer's register and also advertised locally for carers to attend. We invited a number of local organisations to provide stalls and representatives to inform patients about their services. PPG members provided hospitality on the day and also advertised the group.

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

- All those that attended found the day very helpful and gained a lot of information. The organisations also felt it had been a worthwhile opportunity to reach into the local community. The PPG valued the chance to participate and engage with patients directly. Everyone agreed we should hold a similar event soon.
- We advertised the day and reported on its success in 'Rochdale online' as well as in the PPG newsletter and on the PPG noticeboard.

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):

- We have enjoyed the use of the new facilities over the last eighteen months following our extension and refurbishment project. The practice is looking fresh and clean, being brighter and more airy.
- Our PPG has continued to develop under the capable leadership of the patient chair. It is now more clearly focussed on the needs of patients within the practice and on building positive relationships with patients.
- Appointment systems remain an ongoing topic of discussion and continue to be monitored and adjusted according to demand.
- The provision of prescriptions and appointments online has made it easier for many patients.

4. PPG Sign Off

Report signed off by PPG: YES

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?

- The practice invites feedback from all patients and membership of the PPG is open to all. Members of under-represented groups have been invited to join by individual clinicians.
- The PPG has considered feedback from a variety of sources including the annual complaints review, friends and family test, and comments made directly to the chair and PPG members. The PPG has agreed priority areas and actions with the practice and has reviewed the actions taken. Carers, in particular, benefitted from the carer's day held in the practice.
- We anticipate an increasing role for the PPG as a two-way means of communication between practice and patients, allowing the practice insight into the patient's perspective and diffusing potential problems, improving the quality of service provision.

