



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	4740	48	0	0	25	5	1	0
PRG	5	0	0	0	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	1390	1033	112	2	434	42	18	5	12	0
PRG	1	1	0	0	0	1	1	0	0	2

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 pulled reports from the Surgery Medical system on age and ethnicity and invited a selection of each group to participate in the PPG process.**

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:

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2. Review of patient feedback

<p>Outline the sources of feedback that were reviewed during the year:</p> <p>Patient Survey NHS Choices Patient Tablet FFT Survey</p>
<p>How frequently were these reviewed with the PRG?</p> <p>Quarterly</p>

### 3. Action plan priority areas and implementation

Priority area 1
Description of priority area: More Appointments
What actions were taken to address the priority? PMCF was introduced so we are open later until 8pm daily and weekends from 9am-5pm , this is covered by LHC our sister Surgery.
Result of actions and impact on patients and carers (including how publicised):  The impact was gave more choice and timings for the patients to be seen , they can chose a Dr and time at the weekend which may suit them better and arrange around working lives.  We advertised by Leaflets, Posters, Website, When making an appointment and offering them an appointment within one of these clinics.



## Priority area 2

Description of priority area:           Telephones

What actions were taken to address the priority?

A Hunt group has been introduced, so when patients call and find the two lines on reception busy, the call will hunt for a free phone, which enables 8 people to be answering the calls at any one time, thus giving the patient more access and less waiting time on the phones, we also have introduced a dedicated Enquiry line and Cancellation line, along with the Messaging Service where they can cancel appointments.

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

Calls are answered faster, patient access improves.

### Priority area 3

Description of priority area:            One Nurse

What actions were taken to address the priority?

A further Nurse was employed following feedback that the waiting times were to long.

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

Patients have access to two fully qualified nurses rather than having to wait.

## 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 made huge progress in all areas of priority we have ensured that all areas have been looked into and where we are able to make changes ensure that we have adhered to the PPG request.

Our progress:

More Doctor's and more Appointments

More Nurses available.



#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 25.3.15

How has the practice engaged with the PPG: YES

How has the practice made efforts to engage with seldom heard groups in the practice population? We have a good selection of patients in our populations.

Has the practice received patient and carer feedback from a variety of sources? , Yes, NHS Choices, FFT, Feedback Form

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?  
Patient's now have more access , and more clinicians to be seen by, we have introduced many new system line online booking, online prescriptions, online Medical Summaries.

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