

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	6239	10	0	302	11	31	15	28
PRG	14							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	47	9	28	28	65	21	4	4	0	5410
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 has a notice board at both sites inviting patients to take part. The PPG actively has face to face engagement with other patients promoting the PPGF group. Information about the PPG can also be found on the practice website. How to engage with the PPG is also displayed in the PPG newsletter.

Patients who want to give their views or ask questions but who do not want to join the group formally are encouraged to make their suggestions by placing comments in the suggestion boxes placed in both reception areas by the PPG. These issues are discussed and dealt with at each PPG meeting and answers are posted back to the patients via the notice boards or newsletters.

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:

2. Review of patient feedback

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

The practice receives patient feedback via the practice survey, Friends and families questionnaire, via the feedback module on the practice website, the practices complaints procedure and via face to face communication with the PPG which is fed back at the PPG meetings.

The feedback from the patient survey undertaken in 13/14 was mostly very positive with most patients being satisfied with the care that they receive from the practice. Areas that were highlighted which needed attention were:

- Speaking to a clinician on the phone 35.6% indicted this was difficult
- Waiting times for a particular GP 50.4% reported a 5day or more wait
- Waiting times for any GP 17.7% reported a 5day or more wait
- Waiting time for consultations to start 38.5 % thought this was poor

A further survey for 14/15 has been undertaken and the results of this have also been posted onto the surgery website.

How frequently were these reviewed with the PRG?
Patient feedback is reviewed at each PPG meeting. PPG meetings are held monthly.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Speaking to a GP/Nurse on the phone -

What actions were taken to address the priority?

The practice introduced telephone triage slots for GP's. This has proven popular and patients are able to contact the practice for advice. Patients are added to the GP list and receive a telephone call back from the GP.

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

The results of the 14/15 survey suggests that the practice has improved in this area with 26.5% indicating that this was still difficult as opposed to the 35.6% the previous year.
The 14/15 survey results have been displayed in practice and are available on the practice website.

Priority area 2

Description of priority area:
Waiting times for a particular GP

What actions were taken to address the priority?

The practice ran a recruitment campaign and was successful in securing a full time salaried GP. This increased the amount of GP sessions available.

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

The results of the 14/15 survey suggests that the practice has improved in this area with 45.9% of respondents indicating a 5 day or more wait as opposed to the 50.4% of respondents in the previous year.

The 14/15 survey results have been displayed in practice and are available on the practice website.

This is a very positive result given the current environment in which GP practices are operating.

Priority area 3

Description of priority area:

Waiting times for consultations to start.

What actions were taken to address the priority?

Notices have been displayed in the waiting rooms explaining to patients why sometimes consultations may be delayed. A process is now in place where receptionists inform patients when GP's are delayed and what the waiting times are. Patients appear to be more positive with this procedure as they are kept informed about delays.

Delays in GP's clinics has been discussed in the practices clinical meetings and sometimes a delay is unavoidable. Feedback from the PPG is that patients generally do not mind the wait as long as an explanation regarding the delay is announced.

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

The results of the 14/15 survey suggests that the practice has improved in this area with 27.6% of respondents indicating the wait to be poor as opposed to the 38.5% of respondents in the previous year.

The 14/15 survey results have been displayed in practice and are available on the practice website.

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):

As indicated above the practice has made progress on the above areas of action which were worked on during the year. The survey results from this 14/15 have confirmed a positive outcome.

As the results of the last patient survey were mostly positive it was agreed by the group that they would focus on health promotion ensuring that a wealth of information be made available to patients the programme of focused areas was agreed as in the table below:

JAN/ FEB 15	MARCH/ APRIL 15	MAY/ JUNE 14	JULY/ AUG 14	SEPT/ OCT 14	NOV/ DEC14
SEXUAL HEALTH/ CONTRACEPTION ⇕ Work with north staffs carers association Winter Warmth Continuing from December	FEMALE CANCER ⇕ Ovarian cancer information to be supported with a smoking cessation campaign and healthy lifestyle promotion. Start production of paediatric thermometer card. DASH project to come to practice.	BASIC FIRST AID AGE UK – walking group Work with Beat the Cold in the local library ⇕ Display in surgery with face to face health promotion. Working to set up walking group.	MALE CANCER Work with Approach to raise dementia awareness. Sun awareness work and health promotion ⇕ PREVENTION TO INCLUDE PROSTATE Walking group work complete. Walks to begin 14 th July. Holiday Vaccinations	FLU JABS Work with Beat the cold and energy savers Friends and Families initiative discussion and set up.	WINTER WARMTH Production of patient information thermometer cards Work on DNA's

Notable Achievements for 14/15

During the last year our PPG has been approached by other practice groups to help and offer support to get their groups up and running. A sub group of members were very happy to help with this and have visited four other practices though out the year. One of the practices adapted our very useful winter warmth leaflet and tailored this to their own practice to aid with their health promotion work.

Our own winter warmth campaign was again very successful. Information collected by the practice after this promotion is that the elderly patients were saved money on their fuel bills of more than a £1000 in each surgery in the first few months of the campaign. The representative from beat the cold was recognised at the end of the year as a “heat hero” and saved patients in total £14,000 over the entire campaign. The PPG promotion of this was a key element in the success.

Building on this relationship a new project has been proposed as a partnership between the PPG and beat the cold to promote keeping warm for health, cutting bills and using heating better, this group meets every the first Tuesday of each month. This should enable the PPG to educate our patients on the issues mentioned above.

The work completed with the north-staffs carers association has also had a positive impact on our patients. The PPG set up face to face promotion alongside the association to make our patients aware of the services on offer. This was achieved by having notice boards and promotional days. The PPG are in regular contact with the association and referrals from the practice went from 1 in the previous year to over 23 in the last 12 months. The practice has since won the North-staffs carers’ practice of the year award for the efforts which have been made.

The PPG’s DASH (Developing Adolescent Sexual Health) project work also went extremely well. The team were invited to visit and work with our practice for two sessions during the year, one session in April and one session in September. Feedback from the team was very positive and interaction with the younger patients in the practice has improved with communication improving. This area was investigated due to the practice population and the need to improve the sexual health of our younger generation. The latest figures show our practice to be the top performing practice in North Staffordshire for Chlamydia screening during 2014.

One of the members of the PPG was very passionate about encouraging the older generation to get active and so investigated and set up the Silverdale Steppers walking group in association with AGE UK. The first walk went ahead on the 14th July and walks are open to any patient aged 50 or over. These have proven to be popular with both doctors and nurses referring patients to the group.

Overall the PPG are an integral and invaluable part of our practice. They provide much needed face to face health promotion and interaction with the wider practice patient population. They bring feedback to the practice which would otherwise be impossible to acquire and have helped to introduce other initiatives such as the friends and families’ campaign, the practice survey, the promotion of the patient online service and have helped to man the very busy flu vaccination clinics.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 20/3/2015

How has the practice engaged with the PPG:

The practice manager, doctor and nurse attend each PPG meeting. They are very approachable and supportive in our promotions and projects. They are always accessible for advice.

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

The practice has been involved with an over 75's project, which involves a 90 minute assessment which is undertaken by a nurse. This is not only clinical but also involves social aspects of care. The PPG link with the nurse and ensure any beneficial information is included in the pack.

PPG projects and promotions are also undertaken at Flu and shingles vaccine clinics

The PPG attend and run health promotion awareness sessions at the mother and baby clinics.

The practice and PPG have set up and been involved in the DASH project and arranges for the mobile unit to attend the practice twice yearly encouraging engagement from the younger patients and to make them aware of their sexual health.

All PPG promotions and projects, both via face to face and the practice display boards encompass all patients.

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

Yes – verbally to PPG members during face to face health promotion or project work. The practice suggestion box, the friends and families test and also the annual patient survey.

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

During PPG monthly meetings the group are always informed on future developments and the views and opinions of the group are noted and considered.

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Feedbacks from patients, verbally, through the annual survey and friends and families all reflect positive improvement.

Do you have any other comments about the PPG or practice in relation to this area of work?

The PPG is going from strength to strength, learning as we go, delivering a better service to patients due to close working relationship between the practice and the PPG.