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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	3968	20		48	3	2	17	8
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	9			12						
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: **All Patients are welcome to become part of our PPG. This is widely accessible and advertised on our website, newsletter and Patient calling screen. We also have waiting room campaigns on a monthly basis.**

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:

**Patient Survey Performed for 3 months in the Practice. This survey was available electronically on our website and in the Practice at Reception. We received over 80 surveys' back. The results of the survey was shared with the staff and placed in the reception area and published on our website.
We also have a Patient comment box in reception which is also a very useful source for suggestions.**

Copy of survey



HAVE YOUR SAY-
2014-2015.doc

How frequently were these reviewed with the PRG?

3. Action plan priority areas and implementation

Priority area 1

Description of priority area: **Carers**

During our Patient survey campaign, we had several enquires on the Patients survey regarding what was available for Carers.

What actions were taken to address the priority?

As a Practice we decided to look at our carers register and make contact with all on the register either via phone or letter.

We offered all carers support and advice regarding what was available i.e.: “Wired”, “Carers Direct”, and “Young Carers”.

Please see embedded Information Leaflet that was sent out to all Registered Carers.



Carer's Information
Sheet.pdf

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

We felt that this campaign was very successful and all the carer's seemed very happy with the information that they received.

During this process we also highlighted other patients who were carer's that we could add to our register.

Priority area 2

Description of priority area: **INR point of care service which was implemented in July 2014.**

Due to Patient feedback from some of our Warfarin Patients who felt they had to wait too long for their results due to them being sent to the Labs.

What actions were taken to address the priority?

The Practice sent two members of staff on a Phlebotomy course. This would then allow the practice to introduce an INR point of care service. We now hold 3 clinics per week Tuesday, Wednesday and Thursday for the Patients to have their warfarin monitored and get their results straight away.

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

This Service has been received in a very positive way. The patients are delighted with the flexibility it brings and the fact that they get their results straight away.

Since this success we are now going out to Leighton Court Nursing Home once a week to monitor the Patients we look

after in the Intermediate Care beds.
This service is advertised on our website and in our newsletter.

Priority area 3

Description of priority area: : **Consultation on Practice Kiosk**

What actions were taken to address the priority?

The Practice has asked for feedback from the patients regarding the installation of a computer kiosk in the waiting area which will operate as a interactive site for patients allowing them to make direct appointments for issues such as consultant appointments in hospital, access the practice website and check bus time tables etc. Unfortunately there has been a delay on this kiosk due to unforeseen computer problems.

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

Ongoing

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):

Please see attached the on-going survey action plan.



Practice Survey
February 2015.doc

4. PPG Sign Off

Report signed off by PPG: NO

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? Yes

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?