

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	886	0	0	16	0	1	5	4
PRG	8	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	1	1	0	2	3	0	1	3	0	24
PRG	0	0	0	0	0	0	0	0	0	1

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:

Invitation face to face

Invitation by phone

Invitation sent in form of a letter

Leaflets in appropriate place in Waiting Room

Posters displayed in Waiting Room

Posters advertising details of next meeting

Encouraging 'drop-in' to next meeting without commitment

Encourage anonymous suggestions

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~~/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:

**Discussed feedback from patient's comments on the Friends and Family Cards and Tablet.
Comments left in the Suggestion Box which is kept in the Waiting Room.
Comments left on-line, i.e.: patient survey and website.**

How frequently were these reviewed with the PRG?

We are a newly formed PPG Group so have only discussed once, this was end of January 2015, our second PPG meeting.

3. Action plan priority areas and implementation

Priority area 1
Description of priority area: WASTED APPOINTMENTS
What actions were taken to address the priority? Set up texting service to confirm appointments when made Send reminder text day before surgery Display reminder poster in Waiting Room displaying number of missed appointments in the previous month
Result of actions and impact on patients and carers (including how publicised): Patients have responded well, contacting the surgery to rebook when reminder text received if necessary Number of patients not attending has reduced

Priority area 2
Description of priority area: Due to the PPG being recently formed, only 2 meetings including the first introduction meeting, the main priority initially was to establish a good rapport with the participants and encourage them to be open, to voice constructive two-way communications on patients concerns and interests.

<p>We plan to discuss 2015/16 plans with the group at the next meeting.</p> <p>We are also in the process of moving premises and this will have a positive impact on the services we offer, such as; larger premises which will offer additional clinician rooms, improved facilities for disabled access and possible reduction on the Registration Wait List.</p>
<p>What actions were taken to address the priority?</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p>

Priority area 3
<p>Description of priority area:</p> <p>N/A</p>
<p>What actions were taken to address the priority?</p> <p>N/A</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>N/A</p>

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):

N/A - NEWLY ESTABLISHED GROUP

4. PPG Sign Off

Report signed off by PPG: **YES/NO**

Date of sign off: **30.03.2015**

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/K**

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? **Limited due to newly formed PPG**

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

Do you have any other comments about the PPG or practice in relation to this area of work? **Not at present**