

Annex C

Detail the ethnic background of your practice population and PPG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	2428	17		6	3	5	1	38
PPG	7	1						

	Asian/Asian British					Black/African/Caribbean/Black British			Other/Unknown	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	17	3		12	8	21	12			2627
PPG										

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:

As a Surgery we had difficulty in recruiting any members onto the PPG. Despite having posters up in the waiting room and information on the website. After facing such a shortage of recruits to join us, we have had to take the decision not to focus on particular ethnicity and to welcome any members whether or not this showed as full representation of the patient population.

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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:

We welcome any type of feedback from our patients. Whether this is comments made to either medical or clerical staff, verbally or in writing. We are also looking at our feedback via Family and Friends, Zoning feedback and feedback from NHS choices.

How frequently were these reviewed with the PRG?
Written to in January and July 2014.

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: Improve access for appointments.</p>
<p>What actions were taken to address the priority? We have taken various steps to try and address this</p> <ul style="list-style-type: none"> • Promoting online booking – currently 13% of our patients use this facility • ‘Walk in /Doctor Who’ clinic on a Monday morning – patients seen on a ‘first-come, first- seen’ basis – no particular Dr and no appointment time given. • Commuter clinics introduced – 8.00-8.30 to try and see patients on their way to work – this is in addition to continuing to provide our extended access service 6.45-8.00 two mornings a week.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <ul style="list-style-type: none"> • Increased number now booking on line – poster up in foyer. • ‘Walk-in/Doctor Who’ clinic – usually booked to capacity – posters up in foyer • Commuter clinics fully booked – Posters up in foyer

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Priority area 2
<p>Description of priority area:</p> <p>Improve waiting room/reception facilities</p>
<p>What actions were taken to address the priority?</p> <ul style="list-style-type: none">• Reception area has been reviewed and new furniture has been installed – decorating to begin soon• Waiting room chairs have been fixed and re-upholstered to a wipe-clean material• Pictures have been updated – by running another competition with the local primary school on a ‘Healthy’ campaign• Quote received regarding decorating a number of area within the Surgery and a ‘rolling programme’ to be established to keep this to a high standard.
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Feedback from patients regarding the above has been very positive.</p>

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Priority area 3

Description of priority area:
Increased texting and notification to patients regarding Health campaigns

What actions were taken to address the priority?

- Text reminders for health campaigns such as shingles, childhood flu's and seasonal flu have been used to try and reach a larger audience.
- Texting with regards to reminder about other health initiatives such as smoking cessation have been sent to try to improve our data
- Increases in the number of NHS Healthchecks that are being carried out; to those not on a chronic disease register and therefore not having a regular check at the Surgery. These patients are sent for by written invitation, and are contacted by phone to confirm attendance prior to the date.
- Text reminders sent for appointments to try and reduce the number of appointments which are not attended
- Text messages sent to encourage response to Friends and Family questionnaire.

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

- Improved take up on the campaigns – posters in Surgery
- Improved numbers of NHS Health checks completed within the Surgery

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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):

- Details of members of Staff – Picture board now created in the foyer showing pictures and names of all Cornhill Staff
- Increased internet usage has increased by over 500 patients in the last 3 years.
- Ongoing improvements in waiting room area
- Nursing appointments – changes to ensure some are blocked off for Childhood immunisations/Urgent and dressing to facilitate requests.
- Increases in the number of mobile numbers we hold to improve the text reminder usage.

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4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 19th March 2015

Has the report been published on the practice website? YES

How has the practice engaged with the PPG:

Written and meeting individuals when available

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

N/a see previous

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?

Yes

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

Improved access, increased internet usage

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

Continue as we currently are, following feedback previously from members.