

2014/15 PATIENT PARTICIPATION GROUP RESULTS

Practice Name: Manor House Surgery

Practice Code: B81006

Signed on behalf of practice: Dr C Loch

Date:11/3/15

Signed on behalf of PPG: Mr Kevin Mullins

Date:11/3/15

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES										
Method of engagement with PPG: Face to face& Email										
Number of members of PPG:15										
Detail the gender mix of practice population and PPG:					Detail of age mix of practice population and PPG:					
%	Male	Female								
Practice	4321	4432	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
PRG	6	9	1248	683	685	744	1213	1222	1651	1307

Detail the ethnic background of your practice population and PRG: historic patient information not known as information only requested now from new patients and unable to present in percentage terms.

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	x			x	x			
PRG	x							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	x			x		x				
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 PPG has placed notices prominently on their Notice Board within the surgery. Information has been added to Newsletters and it has been suggested that a notice is added to the patient TV screen. The PPG has been visible on many occasions in the waiting room area to promote the group and invite new members.

The Practice Doctors have also approached underrepresented groups actively.

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

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

There is a large elderly retired population within the area and indeed the majority of the PPG is made up of retired patients. There are very few ethnic groups in the immediate area.

2. Review of patient feedback

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

Suggestion box comments were discussed where appropriate as these are anonymous, there was also discussion based on a patient survey.

How frequently were these reviewed with the PRG? Where appropriate , at every meeting

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Access to corridor for disabled access</p>
<p>What actions were taken to address the priority?</p> <p>Adaption of alarm system undertaken</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Easier disabled access and door now kept open for better accessibility.</p>

Priority area 2

Description of priority area:

Review of patient number who do not attend appointments

What actions were taken to address the priority?

On-going reviews of figures and discussions held to resolve some key issues. For example there were a high number of new patients who do not attend their initial health check assessment, so where possible, a call is now made to remind patients.

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

Do Not Attend appointments have decreased which in turn increases capacity within the practice.

Priority area 3

Description of priority area:

Encourage all-inclusiveness of PPG

What actions were taken to address the priority?

Representatives attended the baby clinics to make younger patients aware
The PPG helped promote the new patient check in and introduced themselves to patients
Notices placed on notice boards
The Practice Doctors have also approached underrepresented groups actively.

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

Made a wider age range aware of the PPG

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 – this is a new PPG

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 11/3/15

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?

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?

The Doctors and administration staff have attended the PPG meetings and will endeavour to have a Doctor available where ever possible for meetings.

The priority areas were mutually agreed.