

PPG ANNUAL REPORT MARCH 2015

Practice Name: Misra, Bird and Kassha

Practice Code: GP.N84007

Signed on behalf of practice: [Maureen Guy \(Practice Manager\)](#) Date: 30 March 2015

Signed on behalf of PPG: [Susan Williams, Pat Renton, Reg Renton](#) Date: 30 March 2015

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

Does the Practice have a PPG? <a href="#">YES</a>											
Method of engagement with PPG <a href="#">Email, Face to face at PPG meetings, usually held every 3 months and via email and letter (post)</a>											
Number of members of PPG: <a href="#">12 including 7 patients and 5 staff (members totalled 14 until 3 months ago when two members resigned due to ill-health)</a>											
Detail the gender mix of practice population and PPG:				Detail of age mix of practice population and PPG:							
%	Male	Female	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	<a href="#">50.9</a>	<a href="#">49.1</a>	Practice	<a href="#">16.52</a>	<a href="#">9.51</a>	<a href="#">12.17</a>	<a href="#">11.92</a>	<a href="#">16.5</a>	<a href="#">13.15</a>	<a href="#">10.4</a>	<a href="#">9.83</a>
PRG	<a href="#">25</a>	<a href="#">75</a>	PRG	<a href="#">0</a>	<a href="#">0</a>	<a href="#">8.4</a>	<a href="#">8.4</a>	<a href="#">8.4</a>	<a href="#">25</a>	<a href="#">16.5</a>	<a href="#">33.3</a>

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	96%	0.24%	0	0.59%	0	0.03%	0.05%	0.03%
PRG	12 (100%)							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	0.24%	0.12%	0	0.40%	0.40%	0.04%	0	0.19%	0.03%	1.64%
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:

On two occasions we have sent text messages to patients within specific age groups advising those patients that the Practice has a PPG, giving a brief description of what the PPG does and inviting those patients to text back if they wanted further details. Patients who responded were then sent more details and an application form. Whilst we did not specifically target gender or ethnic background the texts were sent to both male and female patients and included within those patients different ethnic backgrounds. In addition to the text messages details of our PPG were advertised within surgery in the form of posters/notices and PPG newsletters produced quarterly. Additionally PPG have their own pages on our website where patients can find copies of PPG meeting minutes, annual reports and PPG Newsletters etc. Details of PPG are also included in our Practice Leaflet, available at Reception and handed to all new patients on Registration.

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

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 March 2014 – Appointments.](#)

[Patient Survey Feb/March 2015 – Late Opening/Access](#)

[Friends and Family Test \(FFT\) - commenced December 2014 and gathered monthly since then.](#)

How frequently were these reviewed with the PRG?

[Reviewed at PPG meetings \(quarterly\) and included in PPG newsletters quarterly.](#)

Action plan priority areas and implementation

## Priority area 1

Description of priority area:

Appointment availability

What actions were taken to address the priority?

Introduction of Late Opening.

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

Improved appointment availability for GP and Practice Nurse.

## Priority area 2

Description of priority area:

Patient Access

What actions were taken to address the priority?

Improved access to GP and Practice Nurse for patients and those with carers.

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

Improved access for GP and Practice Nurse

Priority area 3

Description of priority area:

What actions were taken to address the priority?

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

## 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):

Recruitment of new members to PPG has continued to be a problem but we have continued in our efforts to recruit. In addition to the ongoing display of posters in the surgery and messages on the Practice website we have again sent a text message to a number of patients inviting them to ask for further details if they were interested in joining the PPG. PPG has also recently agreed to hold an open evening at both surgeries at which members will be available to discuss the role of PPG and what we have done over recent years.

We have continued in our efforts to raise awareness of Patient Access and on-line booking of appointments using a proactive approach by our Reception staff when greeting patients and also by offering the service to new patients. Details also appear on the Practice website and in the Practice Leaflet.

Availability of appointments has been an issue for patients in the past. Our efforts to educate patients to let us know as early as possible when they cannot get to an appointment have seen a reduction in the number of DNA's and increasing numbers of patients are sending us a "cancel" text freeing up appointments for others. In October 2014 we introduced some late evening surgeries which have also helped, providing additional appointments for both GP and Practice Nurse.

### 3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 30 March 2015

How has the practice engaged with the PPG:

Regular meetings and PPG newsletter together with website content.

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

We have invited applications from patients who perhaps don't regularly attend the Practice by sending a text to patients aged 20 – 40. We also invited 50 patients for whom we have an email address to participate in our latest survey on-line via Survey Monkey.

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

Yes by text, email, Patient Survey and FFT

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

Yes – discussed at PPG meetings

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

Increased availability of appointments, patient access improved following introduction of late night opening, particularly for those working during the day and patients relying on carers.



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

No