

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	20	0						
PRG								

	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		1		
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:

To publicise the PPG the practice have given out leaflets through the reception staff, attached to the prescriptions and through clinicians during consultations

The information about the PPG is also available on the practice's website

Leaflets are also available in the practice's reception at all times

The PPG leaflet with the registration form was also published on the Trent Vale Medical Practice's facebook page

PPG meetings are advertised in the practice's reception with posters and on our facebook website and are open to all patients

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:

The practice looks after 2 care homes

1 PPG member is a manager of a care home

1 PPG member is local pharmacist

2. Review of patient feedback

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

- Face to face feedback from PPG members during the meetings
- PPG annual survey
- Feedback from Family and Friend Test (FFT)

How frequently were these reviewed with the PPG?

The face to face feedback is reviewed at every PPG meeting. We have reviewed the results of the Family and Friend Test at the PPG meeting in January. Further FFT results were meant to be reviewed at the meeting in March together with the results of the patient survey. Unfortunately no members attended the face to face meeting so results were therefore emailed to the members.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Improving the waiting times at the reception desk and telephone access were described as priority areas by the PPG members.

What actions were taken to address the priority?

The practice has altered the reception staff's rota to ensure that at the busy times there is sufficient staff to answer the phones in a timely manner as well as to open an additional window at the reception desk to reduce the queue.

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

We have received very good feedback from the recent PPG survey regarding the waiting times at the reception desk:

- 84% of the respondents waited from zero to five minutes to see the receptionist
- 61% of the respondents answered that the telephone access to the practice is good or very good
- 29% answered that the telephone access is satisfactory

The results were published at the practice website.

Priority area 2

Description of priority area:

Improving access to see a Practice Nurse. There was a significant change in the nursing staff in 2013/14. Patients reported that they struggle to book appointments for chronic disease reviews.

What actions were taken to address the priority?

The practice has employed a Health Care Assistant (HCA) Apprentice. The HCA took over all blood pressure checks, new patient health checks, urine dipsticks and weight checks so that the nurses have more consultations available for the chronic disease reviews. The practice has also employed a part time practice nurse to help with the workload.

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

The number of hours for nurse appointments increased from 110 in August 2014 to 137.5 in March 2015

We have many more appointments with Health Care Assistants due to the addition of the HCA Apprentice

It became much easier for the patients to see a nurse for chronic disease checks

This has been included in the PPG report and published on the practice's website

Priority area 3

Description of priority area:

Change of the practice website to make it more 'user friendly'

What actions were taken to address the priority?

The practice has a completely new website that was launched in December 2014. It has up to date information about the practice and available services. There is also an option to order prescriptions and book appointments on-line.

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

The results of the PPG survey showed that:

- 21% of the respondents had seen the new website and majority of them said it was easy to use and they were able to find the information they needed
- 18% of them use it to book an appointment with a GP
- 20% used it to order their prescriptions

These results were unexpected as the majority of the respondents had not seen or were aware of the new website.

Further publicising of the new website could be a way to further reduce the waiting time at the reception and improve the telephone access by encouraging patients to use the website to order prescriptions and book appointment at their own convenience

This has been included in the PPG report and published on the practice's website

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):

The Patient Participation Group in Trent Vale Medical Practice was formed in July 2011. Initially the main issues raised by the PPG members were signage and the waiting room layout, reception queue and local support groups.

The practice altered the numbers of the clinical rooms and installed new signage on the walls with new directions in early 2013. The survey conducted in early 2013 gave extremely positive feedback about the new signs and room numeration.

Only a relatively small number of patients requested local support groups in the patient survey therefore this was not taken any further.

The queue at the reception was perceived as the main priority for the practice. A new leaflet was designed advising patients of alternative ways of contacting the surgery, ordering prescriptions and booking appointments at more convenient times to patients. The leaflet also highlighted that the local pharmacies offer a service of prescription collection from the practice to reduce the number of visits patients make to the practice for medications. The practice staff made an extra effort to encourage patients to use the online booking system and the online prescription requests.

Further priorities included more parking spaces. This was raised with the primary care trust that owns the land and we were informed that there is no option of increasing the car parking area so we are unable to progress any further with this.

In 2013/14 a PPG led petition was started to request an additional phlebotomy session in our practice. Despite many walk in centers opening since the UHNS path lab closed, these are not within walking distance or have easy public transport access for our patients. Unfortunately our phlebotomy petition did not bring the desired effect of an additional session although we have been able to increase our current session time by 15 minutes.

To address the ongoing problem with the waiting times at the reception and telephone access the practice appointed a senior receptionist and a receptionist apprentice in the late 2013.

4. PPG Sign Off

Report signed off by PPG: YES/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?

We have advertised the PPG meetings in the reception using posters and leaflets trying to reach all patients coming into the reception. The last PPG meeting and information how to join was advertised on the practice's facebook website. Earlier on the reception staff, nurses and doctors invited patients coming to see them in the practice. We also have a member on the PPG who is the manager of a local care home and also a local pharmacist.

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

We have received feedback from the patients coming to the PPG meetings, comments on facebook, Family and Friend test, patient PPG survey.

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

Yes, we have discussed these at the PPG meetings. The PPG members also had a chance to express their thoughts through email/post communication.

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

The telephone access has improved. The PPG survey from 2014 showed that 78% of patients would describe it as very good, good or satisfactory. This year it improved to 90%.

Waiting time in the reception improved from 82 to 84%. It is a slight improvement and this still remains as a challenge for the next year. The practice has already taken steps to further improve this by advertising for an additional receptionist apprentice.

The practice has a new website with updated information, which patients find easy to use.

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