

Describe steps taken to ensure that the PPG is representative of the population in terms of gender, age and ethnic background and other members of the practice population.

The group was sourced via an advert in the practice newsletter and on our information screens as well as 'word of mouth' from practice staff in an attempt to make it representative of our practice population. We also gained representation from a care home (mixed residential/nursing) and an organisation which provides sheltered housing for people with long term mental health problems and learning disabilities. Other members are retirees and/or have involvement with the local community (parish council) and private sector. Although they were not able to attend meetings in person, we also sought feedback from 2 young people (under 16s) with long term health conditions.

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 numbers of jobseekers, large numbers of nursing homes, or a LGBT community? Yes/No

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

We look after 5 local nursing/care homes with the largest looking after 90 beds of which we have approximately 60 patients registered. Our over 65 population is approximately 23% and we have a good proportion of middle aged commuters.

2. Review patient feedback

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

Direct patient feedback, complaints, significant events and GP patient questionnaires.

How frequently were these reviewed with the PPG?

We currently meet twice a year to discuss issues or concerns about the PPG have regarding the service and support we deliver.

3. Action plan priority areas and implementation

Priority 1

Description of priority area: Appointments – Availability of extended / advanced appointments

What actions were taken to address the priority

Appointment system has been reviewed and changed to help patients and GPs to book future appointments. Online appointment booking has been extended to look 5 weeks in advance with 1374 patients signed up to the service and a snapshot of 51 available appointments to be pre-booked. All extended hours appointments are available to book online. Our in-house TVs and website advertise advance booking and extended hours. Text reminders were introduced to reduce

DNA rates.

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

Increased availability of appointments for patients to book which should help improve access to the practice and clinical staff. We have advertised this on the in-house TVs and on our website, practice brochure and newsletters. DNA rates have fallen due to the text reminder system and the service is popular with patients.

Priority 2

Description of priority area: Telephone queuing system

What actions were taken to address the priority

New phone system has been installed and current feedback was very positive as a queuing system had been introduced. The system now advises patients on their position in the telephone queue.

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

This change had improved patients' experience whilst waiting for the next available receptionist. This allows them to make a decision on whether to hang on at busy times or call back later.

Priority 3

Description of priority area: recruitment PPG

What actions were taken to address the priority

We had found it difficult to recruit a representative mix of patients to the PPG, although we have tried very hard to identify and fill the gaps.

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

Try and encourage more patients to join the PPG. Advertising on in-house TVs, website and newsletter. Ongoing direct attempts by staff to recruit patients from minority groups.

Progress on Previous years

If you have participated in the scheme for more than one year, outline progress made on issues raised in the previous year(s):

We have identified several areas of patient issues / concerns over the last three years. We have introduced a number of changes:- suggestion box, more frequent newsletter to improve communication, developed website with more information and links to local services, new phone system with queuing system, online appointments and appointment reminders via texting. We also increased the availability of GP appointments on Monday and Friday to help with peak demand as well as increasing the numbers of receptionists to answer the phone. In-house TVs have been updated with local services and BucksCC adverts etc.

4. PPG Sign Off

Report signed off PPG: Yes

Date signed off: 7th March 2015