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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								
PRG	15							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
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:

Our PPG has been set up for almost 4 years.

The Practice is continuously raising awareness via text messages, our website and information contained within documents that are sent out to 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/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:

Friends and Family Test.

Online comments forms.

We have an area dedicated to the PPG within the main reception area where there is a suggestions/comments box.

How frequently were these reviewed with the PRG?

These were reviewed at monthly / quarterly PPG Meetings.

### 3. Action plan priority areas and implementation

#### Priority area 1

Description of priority area:

Access.

Telephones.

From Patient Feedback is apparent there was difficulty getting through to a receptionist on the telephones – especially when the lines were first switched over in the morning.

What actions were taken to address the priority?

The Practice introduced a queuing system from which we have had very positive feedback, and we are continually monitoring.

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

Patients / carers no longer get the engaged tone and they know where they are up to.

We publicised this on our Website, PPG Newsletters, Text Messages.

Description of priority area:

Increasing Members Of The PPG.

What actions were taken to address the priority?

We sent text messages to our patient inviting them to join the PPG.

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

We had a good response and have since recruited 7 new members.

We published this on our website and the PPG Newsletter.

### Priority area 3

Description of priority area:

Promotion Of The Community Healthwalk.

The Practice has promoted the Community Healthwalk.

What actions were taken to address the priority?

We have advertised and invited patients via the website, posters and leaflets in the surgery etc.

The PPG has liaised with Wigan Leisure and have recruited two members of the PPG to attend a training session to act as volunteers.

A member of staff is also taking part in the walk.

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

Opportunity to keep fit and healthy.

Publication will be available on our 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 PPG established a notice board and promotional leaflet including quarterly PPG newsletter. Practice representatives attend the Meetings and contribute to the agenda. The Practice Manager attends and new Gp lead has been established.

Promoted patient feedback processes – website, comment forms and friends and family test . Supported the practice in the promotion of the Health & Wellbeing of its patients via regular reference in the newsletters.



4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: YES 30.03.2015

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?

Quality feedback from The Family and Friends Test are discussed on a quarterly basis to see if there are common themes arising. And to take the practice forward.

They were involved with the agreement of priority areas and the resulting action plan.

