**PATIENT PARTICIPATION GROUP ANNUAL REPORT 2015**

Our Practice PPG consists of male and female members ranging in age from pensioners to students from a wide range of different professions. We have members from various cultural backgrounds and ethnic groups. We also have disabled members of the group.

Our practice population is multicultural with a diverse mix of ethnicity. The Patient Representative Group profile is not similar to the registered patient profile as we have a high number of Eastern European, Sikh and Muslim patients and it is difficult to recruit members from these profiles due to language and cultural barriers. We have tried to rectify this by visiting the local Sikh Temple to explain the purpose of our PRG but although they were happy to publicise what we are doing we have not had much success in recruiting additional members. We have also left information about our group in local schools and colleges in an attempt to recruit some younger members. We have notices up in the waiting room on the PRG notice board which are in several languages. We also have information on the website, on the Jayex call system and in the Patient newsletter.

The group members are all registered patients of the practice with the exception being the Practice Managers and the Doctors. At the moment we have 13 members and 10 virtual members (these members do not attend the meetings but communicate via email). The Committee consists of a Chairperson and a Secretary.

The patient priorities and issues identified were-

Telephone access

DNA’s

Online access

Information about Practice services and access to appointments.

The Practice priorities were-

Telephone Access

Patient Access

Out of Hours and Emergency information.

The Practice are hoping to improve appointment and telephone availability via online access and it is hoped that this will improve the number of missed appointments(DNA’s). There were no CQC or national GP patient survey issues.

The Practice has undertaken a local practice survey for 2014/2015 using questions agreed by both the PRG and the Practice based on the priorities of both groups. The questions were focused around patient access, the services we provide and awareness of appropriate use of A&E and the Out of Hours Service. The survey was available for completion both on the website and in the surgeries and the results were collated by the PRG. A meeting was held on the 26th March to discuss the results and form an action plan based on the results of the survey.

Statistical evidence of the survey can be found in a separate document on our website.

The main themes of the Action Plan are as follows-

Appointment availability-

The Practice is increasing the numbers of appointments in the morning sessions. The number of Telephone consultations with all clinicians have been increased. Extra late evening clinics are being introduced. Members of the PPG will produce an information sheet detailing the improved access for patients so that this can be given out by reception staff and attached to prescriptions. The information booklet will be available after Easter.

The Practice has been signed up to Vision Online for over a year now so that patients can book appointments and order prescriptions. This service is becoming more popular and patient s are able to book and cancel appointments and also order repeat prescriptions online. This facility is no longer available on the website

Car Parking at Pelham Medical Practice-

This issue is usually highlighted each year by the Survey but there is nothing that the Practice can do to increase the number of parking spaces as the property is rented.

On several occasions during the last year the car park be monitored at busy times by PPG members so that shoppers and commuters can be asked to leave. This has proved to be a success as there was no comments regarding the car parking on the survey this year.

Survey-

The number of completed surveys received has increased considerably this year but the total is still low, despite posting the surveys to housebound patients and attaching to prescriptions. The best results were when PPG members came to the surgery and gave them out so it was agreed that with the next survey we would do this more to improve the feedback volume.

Publication of the survey results-

The survey results are always posted to the website and pinned on the PPG noticeboard in reception. After discussion it was agreed that a poster would be created with bullet points of the results and action plan agreed to make it easier to see the report. This will be finished and displayed by the end of March.

It is a requirement that this report details the opening hours and extended hours arrangements in place for the Practice. These are as follows:

Pelham Medical Practice 01474 355331

Monday to Friday 08.30am to 6.30pm

Extended Hours Tuesday,Wednesday and Thursday evenings until 20.30 by appointment.

Appointments for a GP can be booked via telephone or online.

St Gregory’s Surgery 01474 369436

Monday to Friday 08,30am – 12.30pm 3.30pm – 6.30pm

Extended hours Tuesday evenings until 20.30 by appointment

Every third Monday there is a late evening surgery until 20.30

Appointments for a GP can be booked via telephone or online.

The full survey results are published on the website [www.pelhammedicalpractice.co.uk](http://www.pelhammedicalpractice.co.uk) and are also pinned on the PRG noticeboard in reception.

We are always keen to welcome new members so please get in touch if you are interested.