

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	12078	5	0	120			6	
PRG	83.58%	4.48%		2.99%			4.48%	

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice				165				135		
PRG				0%				4.48%		

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 patient reference group (PRG) continues to be advertised on the practice website (www.hmmc.info-index.aspx)

In the practice through the use of posters and flyers; and in the practice newsletter and practice leaflet.

In order to ensure representation of our BME population, posters were placed in the Heaton Muslim's Community Trust's premises and we attended an event there to encourage patients to join our PRG.

We identified valuable resources in recruiting 'hard-to-reach' groups such as our regular contacts with: Health Visitors, Midwives, Local Chemist

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? 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:

Reviews were undertaken of:
Patients complaints (formal and Informal)
Patient suggestions/feedback
Friends and Family Test responses
National Patient Survey results

How frequently were these reviewed with the PRG?

Complaints and patient feedback are reviewed at the practice at the time they are received. Complaints are dealt with in accordance with our Complaints Policy. Where appropriate, Significant Events are raised and discussed at the next practice meeting.

The Practice and the PRG agreed to review annually.

3. Action plan priority areas and implementation

Priority area 1

Description of priority area:

Long waiting time on phone lines for calls to be answered at the medical centre and especially calls before 12 noon

What actions were taken to address the priority?

Additional phone lines have been installed allowing us to meet the demand at key times, we have also increased our reception staff at times of high demand and are currently re-organising reception location to enable us to have dedicated phone operators.

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

Patients are able to access the surgery quicker and we are monitoring this.

We are installing a new phone system to also help with demand, and will survey patients in the future to make sure it is working

Priority area 2

Description of priority area:

Not enough car parking spaces at Heaton Moor

What actions were taken to address the priority?

We have now stopped all staff and community staff from parking in the car park, unfortunately we are limited to parking due to the practice location.

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

Patients should find it is easier to park, but appreciate the limitation of the area.

Priority area 3

Description of priority area:

Nurse and Doctor appointment outside normal working hours, before 8:00 a.m and after 6:30 p.m.

What actions were taken to address the priority?

The practice has a large multidisciplinary team with Health Care Assistants, Nurse Practitioners, Assistant Practitioners and GPs, we have adjusted surgery times to allow access from 7:20 a.m. each morning, Monday to Friday and do late surgeries for Gp and Nurse on a Monday, Tuesday & Thursday offering appointments up until 7:30 p.m.

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

Surveying patients and advertising these changes has produced positive feedback from patients. The FFT(Friends & Family Test) has also given positive feedback on the service offered.

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):

Continue to participate in Extended hours Directed Enhanced Service- the practice continues to participate in this service and currently offers early morning, evening and weekend appointments with clinicians.

Detail opening hours on the Practice Website, NHS Choices Website, at the practice and in our Practice Leaflet

Feature an article regarding online appointment booking and repeat prescription ordering in a Practice Newsletter

Booking Nurse appointments 2 months in advance continues allowing patients choice

Increase opening hours has been on going and this year we now open from 7:20 a.m.

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 26/3/15

How has the practice engaged with the PPG: The practice mainly communicates via email with the PPG to gain views and opinions and to provide feedback and updates on progress made with action plans

How has the practice made efforts to engage with seldom heard groups in the practice population? The practice Encourages all patients who register with the practice to join the PPG and has worked to ensure representation from the BME population, carers, young families and the housebound as outlined in section 1 of this report. The large number of members of the group suggests the practice engages with seldom heard groups.

Has the practice received patient and carer feedback from a variety of sources? The practice receives patient and carer feedback via complaints (formal and informal), informal feedback and compliments, and the new Friends and FamilyTest.

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

How has the service offered to patients and carers improved as a result of the implementation of the action plan? Now offers more extended hour appointments, some increased parking, and better phone system.

Do you have any other comments about the PPG or practice in relation to this area of work? Having a PPG enables the practice to understand the views of its patients.

