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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	9							

	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:

**Posters**

**Newsletters**

**Face to face consultations with the Doctors**

**Face to face consultations with the Nurses/HCA**

**Word of Mouth**

**Website**

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: Patient Questionnaire provided by the PPG – I have included the results along with this report

How frequently were these reviewed with the PRG? Quarterly at the meeting – if required

### 3. Action plan priority areas and implementation

Priority area 1
Description of priority area: Reduce A&E attendances
<p>What actions were taken to address the priority?</p> <p>The PPG suggested we advertise and educate patients on costs and impacts to the Practice. They weren't aware of how the services worked and they felt if patients were aware of impacts and alternative services the A&amp;E attendances may reduce</p>
<p>Result of actions and impact on patients and carers (including how publicised):The Practice is looking at ways to inform and educate patients of how inappropriate attendances to A&amp;E impact on the practice. A Newsletter was published in October from the PPG and another one is being printed as a Spring/Summer addition.</p> <p>We have advertised alternative services – ie Heywood Hub, 2% register to support patients to use the appropriate services and to ensure that the relevant Healthcare is in place. As yet there doesn't appear to be much improvement.</p> <p>The doctors discuss with individual patients inappropriate attendances.</p>



## Priority area 2

Description of priority area: Appointments

What actions were taken to address the priority? We have introduced a Sit and wait surgery on Mondays to see if this improves access for patients. The PPG were aware of this and the reasons why we have introduced it. We have now introduced Sit and Wait surgeries on Fridays – if successful we are looking at the possibility of some form of open access daily.

Result of actions and impact on patients and carers (including how publicised): - the results for Monday sit and waits have really impacted on the rest of the week positively. There are more appts available for routine chronics during the week, and now the Friday sit and wait clears the weekend rush – overall the patients like it – the reception team like it because they are able to offer appointments for routine and acute's being seen on Monday and Friday if the patient doesn't want to commit to an appt time. We have also introduced 2 GP's running side by side for extended hours as opposed to a GP and Practice nurse so we are able to offer more appointments in the evenings. This has been advertised on our website – posters and word of mouth. It is also in the Carers resource pack.

### Priority area 3

Description of priority area: Evening and weekend appointments - OOH

What actions were taken to address the priority? We piloted an OOH scheme running up to 9.00 in the evening with 6 practices taking part. Each Practice has an additional 5 appts in the evening and 9 Saturday and Sunday. At first it was very difficult to encourage patients to attend – but now the appts are filled up every day and it offers alternatives for workers.

Result of actions and impact on patients and carers (including how publicised): We publicised by leaflet drop, Heywood Advertiser, word of mouth, website and newsletter. The service is utilised and the Practice put an audit in place to see if patients came back to the Practice because they weren't happy with the service. Initially this was quite high but now the patients are happy with the service.

## 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):

In 2013/13 the patient survey showed 32% of patients would like to see more appointments in practice and make the practice more appointment friendly. On the back of these comments we introduced sit and wait surgeries on two days – We joined the Heywood Hub for OOH and two Doctors working alongside each other – which has shown now we have appointments spread throughout the day up to 9.00 in the evening including Saturdays and Sundays.

We are looking at introducing a 1 hour window Tuesday, Wednesday and Thursday for a sit and wait service.



#### 4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:

How has the practice engaged with the PPG: Making ourselves available when the meetings are held. Following up on request for information. Helping organise the meetings. The PPG are looking at evening meetings to try and capture workers/ single parents and possible more carers, as these are the comments being received that they are unable to attend during day because of commitments.

How has the practice made efforts to engage with seldom heard groups in the practice population? – The doctors encourage patients who have specific problems or needs. We include information in the carers resource pack. The nurses encourage patients when they bring children for the immunisations, website and newsletters.

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

A Member of the PPG attended the Champion for carers event to see if there were additional resource we could use to engage with the carers or patients who are suffering alone.

The PPG are looking at an open day later in the year and will be inviting the Dementia leads, Alzheimer's society, help the aged, Health trainers to help try and encourage the community to get involved.

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? Being able to offer a spread of appointments across the patch.

Do you have any other comments about the PPG or practice in relation to this area of work? This is quite a difficult area and we

are fortunate to have a dedicated and committed team who are making a difference.