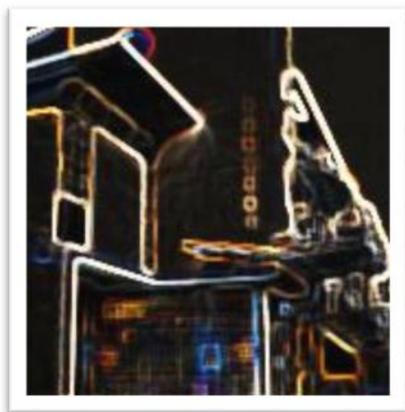


Sandmere Patient Participation Report 2014/15



The PPG has 14 members which are from a wide range of backgrounds and ages. The practice used the resource found at:

<http://www.apho.org.uk/PracProf/Profile.aspx>

This was to ensure that it sufficiently represented the Practice Population. The practice continued to attract members by advertising in our waiting area, leaflets, on our website, through word and mouth and asking patients where possible when they attended the practice. The practice continued to reach out to housebound patients and fed back the results of the general meeting on the website and in the annual review.

review.

The practice has approximately 13,000 registered patients with a diverse multi ethnic population. 56% Afro Caribbean, 24% White British, 13% Asian Background and 7% Other. Further details of the makeup of the practice profile are displayed below and details of PRG. The format of the PRG is both face to face and virtual. The number The annual general meeting with the PRG was held on the 14th March 2015.

The details the gender mix of practice population and PPG:

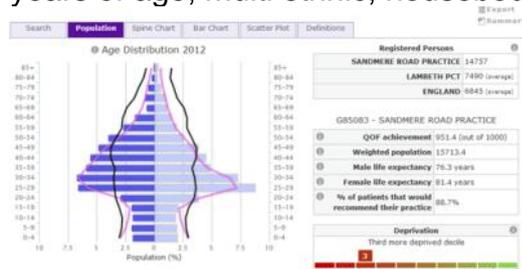
%	Male	Female
Practice	51%	49%
PRG	50%	50%

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	11	11	29	19.5	15	8	3.5	3
PRG	7.1	7.1	14.3	21.5	14.3	7.1	14.3	14.3

%	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White & black Caribbean	White & black African	White & Asian	Other mixed
Practice	19	1	1	1	1	1	1	4
PRG	22			7				

Patients in the PPG represent a cross section from our patient profile from 15 – 83 years of age, multi ethnic, housebound and registered with a disability.



The 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 was done by:

- We advertised in the waiting room
- We created a special mailshot
- We spread the word by 'word and mouth'
- We had an open event at the practice in Summer where we gave out free apples for two weeks.
- We used opportunistic canvassing

The sources of feedback that were reviewed during the year by the PPG were from the following resources:

- NHS Choices
- Friends & Family Test (starting December 2014 onwards)
- Practice feedback (in house comments and feedback slips)
- GP-Patient Survey

The main feedback was generally positive and negative comments tended to focus on the front end operations of the practice, this was in turn discussed with the practice team to discuss any learning points.

Nearly **85%** of patients would recommend this practice
NHS Choices Practice Rating



Following the Feedback review the Practice will:

- Improve the lighting in the Practice
- Paint the reception area
- Provide more notices in the reception area

Action Plan



The action plan is as follows:

1. Continue Saturday Service which will consist of GPs, practice nurses and a reception and admin team, subject to no further de-stabilisation of general practice during 2014/15 where a full review would be carried out should such an event happen.
2. To provide a health living promotion campaign that encompasses up to date

information and encourages healthy living and eating.

3. To implement the Innovative use of technology, such as a Skype desk to improve the patient experience by 31st March 2015 for certain aspects of this priority and by 31st March 2016 for longer term goals which may additional funding and approval.

The Story So Far

Access has been the main priority for our PPG and the greatest success has been the extra appointments provided since they were created outside normal working hours. Since the PRG was started in 2012, over 10,000 extra GP and Nurse appointments have been provided outside core working hours to patients and their carers. The PPG wished to see the practice keep it's focus on drop-in appointments which it did, the PPG did not wish to see an increase in the number of 'telephone triage' appointments as it wished the practice to still provide face-face consultations for all patients which it did. The PPG ensured Saturday morning routine surgeries were the norm rather than exception and this has been the greatest success. Emphasis on patient's rights was the key in ensuring patients were not denied access to NHS treatment and last year the PPG together with a human rights lawyer launched a successful campaign to ensure patients especially from the most vulnerable and disadvantaged groups were aware of their rights. As far as 2002 the practice identified the importance of health professionals as role models for patients in exercising and losing weight and keeping fit. Clinicians and staff are encouraged to take public transport, walk, exercise and lose weight where appropriate. The PPG has welcomed this and recognised that it has made an important impact to patient's lives, in addition the practice provided free organic fruit to all patients visiting the practice last year and is now looking to extend this further this year. The PPG acknowledges that the recent re-organisation of the NHS has been extremely detrimental to the provision of primary care and GP services but equally through the support of the PPG the Practice has overcome many of these challenges.

The opening and core hours of the practice are from 8am-6:30pm Monday to Friday with extended hours from 6:30-7pm on Mondays, Tuesdays, Wednesdays and Fridays. The practice is open on Saturday from 8-1:30pm to ensure the practice provides a six day service where healthcare professionals are available. Patients can access the surgery during these times, contact by phone, come in person and leave a message to be contacted to discuss at any time. *(Thursday from 3pm-6:30pm the practice is open for reception service, approved by the PRG and adherence to the PMS contract).*

<http://www.sandmerepractice.gpsurgery.net/>