**Local Patient Participation Report for The Dow Surgery 2015**

Our current PRG continues to represent our Practice Population containing 8 women and 8 men. We have tried to get representation from as many ethnic groups as feasible. We currently have British, South East Asian, Eastern and Western European representation. We have a small number of Oriental patients but were unable to recruit any of these.

We continue to look broadly at the makeup of our current Practice Population and identify the likely ethnic groupings. We advertise on our website for recruits and also within the waiting room with flyers and posters. We also approach likely people directly opportunistically within consultations.

**From the Action Plan 2014.**

Our main focus this year revolved around more online functionality as well as improving our telephone system. The following are the major changes implemented:

Install a new modern phone system with increased functionality which we completed in May 2014.

We changed our appointments system to EMIS Appointments in June 2014. This has enabled closer working with the medical system and enable Patient access services to be developed.

We have been signing up patients to Patient Access for EMIS this year (currently 1000 active users) and gradually increased the available services. As of the end of March we now have the following services on-line:

* Prescriptions including electronic prescription services.
* Ability to view the medical record including summary items medication and investigations.
* We have released some pre-bookable appointments for on-line booking.

We are making increased use of telephone consultations where appropriate and all doctors have identified slots within their working week.

**Action Plan for 2015**

Employ a new salaried GP to improve appointment flexibility June 2015.

Explore development text messaging for results. Dec 2015.

Review and redesign appointment provision Dec 2015.

Our current core hours of opening are 8.30 – 6.30 Monday to Friday. Access to all our services are via the practice telephone as detailed or in person at the surgery during these hours.

We run some extended hours surgeries through the week with surgeries operating between 7 am and 8am, 6.30pm – 9pm and Saturday mornings once a month. The days these are provided varies and details can be obtained from the surgery.