

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	1%	1%	0	1%				
PRG	1%	1%						

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1%	59%	5%	1%	6%	1%	1%			26%
PRG	1%	1%			1%					

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:

The Khattak Memorial surgery holds a patient group meeting on a quarterly basis. Staff advise patients attending for appointments, of the meetings, information regarding meeting dates is displayed on our Well TV as well as the White Board we have purchased as a result of patient's requesting this.

Recently we have begun detailing patient group meetings on all prescriptions to advertise the meeting more widely. The patient group meeting has a fluid membership so that patients are not discouraged from attending and sharing their views. Staff also speak different languages to encourage patients to attend.

Patients of the practice prefer face-to-face contact and are more responsive to this method of communication.

The surgery also has good liaison with the local schools, through offering work experience

programmes and younger patients of the surgery are targeted this way. The surgery also has a lot of new arrivals and newly registered patients who are encouraged to attend. Staff verbally communicate the meeting date and time and also ring patients who have expressed an interest in attending meetings as a reminder a week before the meeting takes place.

Patients, in particular those who have raised concerns or issues with the Practice Manager are all targeted and encouraged to attend to ensure all concerns are taken seriously and an open discussion with the patient group takes place.

Many patients have opted to raise individual points and concerns, however, and all methods of engagement with the practice are encouraged as often a patient group may not meet until several months and certain issues will need remedial action.

*The figures regarding ethnicity breakdown are not wholly accurate due to recording of ethnicity not been prioritised before 2008. All new patients however have their ethnicity recorded and since 2008 patients ethnicity details have tried to be updated.

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? YES/NO

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:

There were a number of methods which were used to collect feedback and which were reviewed this year.

PPG WORKSHOP

A workshop was held with the CCG Communication and Engagement Team to strengthen and review the PPGs. Members of the PPG were invited to attend.

MACMILLAN VALUE BASED STANDARDS PILOT

The Khattak Memorial Surgery piloted the MacMillan Value Based Standards where an audit was completed with the PPG over a year ago and this was reviewed by two members of the PPG in the Summer of 2014 to establish the progress made.

PERCEPTIONS ON ACCESS

We also piloted a project called Perceptions in Access where members of the CCGs Stakeholder Council observed the reception staff answering calls and receiving patients in person. Patients attending the surgery with booked appointments on the day were also interviewed with their consent in private and findings were captured in a report which was shared with the patient group

PATIENT SURVEY

A patient survey was undertaken and results of this were reviewed and action plan developed following this.

COMPLAINTS/COMMENTS/SUGGESTIONS

All complaints/concerns/suggestions whether verbal or in writing are used to improve the service delivered. The majority of concerns were regarding getting through to the surgery on the phone and not able to book appointments on the day.

How frequently were these reviewed with the PRG?

Each project/complaint was reviewed once in the year.

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 432 589 464">Description of priority area:</p> <p data-bbox="203 505 2047 576">Review and monitor the new telephone system. Patient feedback suggested that they had been waiting in the queueing system for over 30 minutes at a time and some patients were being cut off when reaching queue position 1</p>
<p data-bbox="203 692 887 724">What actions were taken to address the priority?</p> <ul data-bbox="253 766 1753 957" style="list-style-type: none">• Telephone Provider contacted to monitor this• PM to also monitor these calls and check how long the person has been in the queuing system• Receptionists to monitor which option patients are calling as this will affect their length of wait• Ongoing monitoring to check if improvements have been made• Callers who have been waiting for over 15 minutes – numbers to be taken so we can trace the problem
<p data-bbox="203 1075 1312 1107">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1149 848 1181">Information to be detailed on the White Board</p> <p data-bbox="203 1184 1113 1216">Minutes of meetings to be published on the website and Well TV</p> <p data-bbox="203 1219 1496 1251">Also to have message on the telephone system to ensure patients are informed of progress</p>

Priority area 2

Description of priority area:

Helpfulness of Receptionists

What actions were taken to address the priority?

- Customer Care Refresher Training
- Practice Meeting to remind staff they are expected to treat all patients the same way

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

Information to be detailed on the White Board

Minutes of meetings to be published on the website and Well TV

Priority area 3

Description of priority area:

Cleanliness of patient toilet

What actions were taken to address the priority?

Toilets are cleaned on a daily basis

Monitoring throughout the day by reception staff to ensure toilets are clean

Any concerns to report to the receptionists

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

Information to be detailed on the White Board

Minutes of meetings to be published on the website and Well TV

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):

Progress on Previous Issues

Confidentiality – Given the restriction of premises it was suggested that the radio is put on in the background to drown out some of the patient conversations taking place at reception.

RADIO IS PLAYED

Call Waiting system for telephone (this was an ongoing action from the previous meeting) so patients know which position in the queue they are in.
Many callers were receiving the busy tone when calling the surgery

NEW TELEPHONE SYSTEM WITH CALL QUEUING AND RECORDING INSTALLED

4. PPG Sign Off

Report signed off by PPG: **YES**

Date of sign off: 18 March 2015

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? **YES – see above**

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

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? **YES**

Do you have any other comments about the PPG or practice in relation to this area of work?

There is a need to try different methods of engagement particularly with the younger population and this is something which Birmingham South Central CCG Communications team is working to address as many practices are facing the same issues with regards to representation.

