

	PRG	0	0	0	0	0	46.7	33.3	20
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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								

	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:

The PPG is representative of our highest population, however the group would like to have younger members and have actively sought new recruits by advertising in our newsletters and on the display screen in the practice. Details of the PPG are also included in registration packs for all new patients. The PPG will continue to advertise and actively encourage new members.

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:

- **Direct issues passed to PPG members from the practice population.**
- **Comments received in a suggestion box situated at the practice.**
- **The Practice recently had its CQC inspection, members of the PPG and many patients were interviewed and feedback cards completed. We are still awaiting the full report.**

How frequently were these reviewed with the PRG?

Feedback received is reviewed at each meeting.

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 387 589 419">Description of priority area:</p> <p data-bbox="203 464 353 496">DNA rates</p>
<p data-bbox="203 647 889 679">What actions were taken to address the priority?</p> <p data-bbox="203 724 1928 788">The group have drafted a letter which is to be agreed by members at this month's meeting. Letters will be sent to frequent offenders.</p>
<p data-bbox="203 983 1314 1015">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1059 2011 1123">Monthly figures of missed appointments including hours lost are displayed on the waiting room display screen and is a feature in our latest newsletter</p>

Priority area 2

Description of priority area:

Poor discharge from hospital

What actions were taken to address the priority?

As a result of patients feedback to members of the PPG a questionnaire is being devised by the group to send out to patients post discharge to see what improvements and additional services they would have found useful.

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

The group are aiming to feedback the results to our local commissioning group and local hospitals to improve the discharge process for patients.

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):

- The group are actively involved in commissioning, the Chairman regularly attends our Kernow Clinical Commissioning Group (KCCG) meetings and is a voice for our patients
- Improvements in communication for patients who do not regularly attend the surgery by sending quarterly newsletter by e-mail to patients and attaching a copy to prescriptions
- Car Parking difficulties especially during the summer months when the village has an influx of holiday makers. Letters have been written to our local council and MP which included a petition, this was unsuccessful in producing a solution to the continuing problem an item was in practice newsletter for ideas from patients for alternative resolution
- Health Promotion – there is a regular feature of clinical topics on the Practice Display Screen, Website and Newsletter

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 31/03/2015

How has the practice engaged with the PPG:

The Practice has ensured that at least one member of the Practice team is at every meeting and there is regular email communication between the practice and members.

How has the practice made efforts to engage with seldom heard groups in the practice population?

We have just recruited several new members and will continue to encourage younger members to the group.

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

Yes, we encourage feedback and advertise on the practice display screen in the waiting room and in our newsletters. We are happy to receive both verbal and written comments.

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

Yes, it is important that the priority areas are those of the group/patients.