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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:

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:

Complaints
Suggestion Box
Emails via website

How frequently were these reviewed with the PRG? Ideally Quarterly, but if not then twice a month OR Annually

3. Action plan priority areas and implementation

Priority area 1
<p data-bbox="203 389 712 421">Description of priority area: Flooring</p> <p data-bbox="203 464 2033 608">Flooring – after receiving patient complaints re the bad state of repair of the waiting room carpets, and having highlighted this as a health and safety/infection control risk, High Street liaised with the other two practices in the building in relation to getting the carpets repaired. Linda Donegan who is the health and safety representative for the building also highlighted the risk to patients tripping over the threadbare areas of the waiting room.</p>
<p data-bbox="203 761 887 793">What actions were taken to address the priority?</p> <p data-bbox="203 836 2042 979">Discussions took place with Infection Control who advised that carpets, if being replaced, should ideally be replaced with an alternative flooring. It was also noted that some consulting rooms carry out procedures in carpeted areas, so a bid has been placed with NHS England in relation to getting the consulting rooms changed from carpets to an alternative floor covering. We are waiting for 3 quotes (appointments have been arranged) to send to NHS England with a bid for the costs involved.</p>
<p data-bbox="203 1133 1312 1165">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="203 1208 2033 1313">Once the works have been completed the patients will be able to visibly see the new carpet, we will comply with health and safety and infection control (as the new flooring will be more durable and be able to be cleaned easier), and we will also publish all our results in a newsletter and also display the results on our website.</p>

Priority area 2

Description of priority area: Deaf Awareness

Following on from patient suggestions in relation to accessibility for deaf patients High Street decided there was a training need for the staff as no staff had any awareness training on supporting our deaf patients.

What actions were taken to address the priority?

New T Loop system in place in the reception area, this has also been recently tested by the Deaf Support Network. We have had an inspection of all our systems in relation to the accessibility of our deaf patients and the report is enclosed. We have also organised an afternoons training for all our support staff to have an awareness of issues facing our deaf patients. We have additional signage within the waiting area informing patients we have the T Loop system installed.



High Street Medical
Practice 20-1-15.doc

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

The experience of our deaf patients should be an enhanced service and hopefully will meet the expectations of our deaf patients. We will publicise the new T Loop and that the staff have had awareness training on our website and also in a newsletter.

Priority area 3

Description of priority area:

It was highlighted that our Carer's register was maybe not at the correct level for our practice population.

What actions were taken to address the priority?

A search was conducted prior to the priority area, on 1st April 2014 and we had 10 carers registered on our practice list! Following the promotion we have now got 68 patients on our carers register!

This was brought about due the Gill Osmond attending our flu clinics and raising the awareness of carers to our patients, as well as the excellent work our Careers Link – Birgit Hankin (who is also one of the Health Care Assistants at High Street) has done, and is continuing to do. She is responsible for the Carer's Link Board in the waiting room which sign-posts carers to relevant organisation for help and support. Her picture is also on the notice board so that she is easily identifiable! The reception staff are more vigilant in relation to highlighting patients who may not already be known to High Street as carers in conjunction with Birgit.

Result of actions and impact on patients and carers (including how publicised): We have an up to date carers link notice board which has all the relevant information signposting patients to relevant organisations. High Street is committed to highlighting more patients who may not know they are a carer, as this clearly shows in our increase in numbers of carers registered at the practice since April 2014.

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):

Last year patient feedback was that they were unaware that they could book ahead with the Practice Nurses for appointments – We addressd this by adding a paragraph in our newsletter and advertising this on our Envisage screens within practices. We also added a note on the repeat prescriptions.

The patients also identified that they could not get a late evening appointment with the Practice Nurses. Therefore since June of last year the practice Nurses now offer an “extended hours” clinic on a Monday evening from 6.30pm until 7.30pm – This has proved very popular for our working population who ca now have their annual health checks done in the evening after work!

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? Notices in the waiting room, and also it is advertised on the website.

Has the practice received patient and carer feedback from a variety of sources? We do not target specific groups but accept feedback from all sources.

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? The waiting room will look and feel cleaner and more appealing with reduced fall hazards, our deaf patients hopefully will see the improved system for accessing Swanlow and also once the staff have had their awareness training they will be another resource for the deaf patients. Patients will hopefully feel supported by High Street and patients who are not currently registered as carers will benefit.

Do you have any other comments about the PPG or practice in relation to this area of work? We struggle to attract new members to join our Patient Panel.

