

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:

This year we have continued to advertise for members by placing posters and forms in the following locations:

- Reception desks
- On TV in waiting room
- On the website
- On Patient Forum noticeboards
- Word of mouth

In addition, this year, at our Flu Day, we had a Patient Forum stand and actively promoted the group by giving out information leaflets and including an expression of interest form. We also invited the public to our PPG AGM at which we actively encouraged people to join. All patients joining the practice are given a pack which includes details of the PPG's activities and a joining form.

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

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:

- 1 Patient complaints and suggestions forms
- 2 Questionnaires and open forum at PPG AGM.
- 3 Friends & Family Test

How frequently were these reviewed with the PRG?

- 1 At they arose
- 2 At following PPG meetings.
- 3 FFT feedback sent to monthly to members for any comments

3 Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Review appointment system</p>
<p>What actions were taken to address the priority?</p> <p>The PPG Chair met with the Practice Manager and Lead Receptionist who gave an overview of the various types of appointments offered. The Chair then spent time in reception observing the system in action.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>A report was subsequently provided to the PPG and discussed. It will be posted on to the practice's website (currently changing website provider).</p> <p>The Chair observed that all patients who asked for an appointment got one, and at a time convenient to them. Same day appointments seemed relatively easy to accommodate. It was noted that on-line appointment booking would improve the system further (since implemented).</p> <p>It was suggested that the appointment fact sheet is more widely circulated.</p>
Priority area 2
<p>Description of priority area:</p> <p>Better Self-management</p> <p>Following on from the 'Your Health' event, members considered the Expert Patients Programme.</p>

What actions were taken to address the priority?

A representative attended the PPG AGM and gave an overview of the scheme, which enables patients to manage their long term conditions better. Representatives also attended the practice's flu clinics. Details of the programme were widely advertised on the practice's noticeboards and waiting room TV and clinicians were made aware.

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

Some patients were recruited on to the programme and verbal feedback suggested that they found it helpful.

Priority area 3

Description of priority area:

Development of 'Ageing Well' Event

What actions were taken to address the priority?

Again, following on from the successful 'Your Health' event, a sub-group of the PPG has formed to organise a more focused event in the Autumn: 'Ageing Well', which will focus on the older members of the practice population as they make up the majority of the practice list.

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

To be evaluated.

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):

Walking for Health

We had previously held a 'Your Health' event, which was an open day to which all patients were invited. Within this we had numerous talks, events and stands, all focused on healthy living. One of these events was Nordic walking and as a result of this, the Practice and PPG agreed to set up walking groups in the practice area. Some PPG members received the appropriate training as walk leads and now participate in regular walks with our patients, which are tailored to suit the walkers, so the distances and terrain vary. The uptake has been exceptional and patients report that they are finding the walks beneficial, both from a health and a social perspective.

Dispensary Delivery Service

Following a survey about our dispensary opening times and services, it was identified that some patients had difficulty in getting to the surgery to collect their medication. We have since purchased a van and sourced some volunteer drivers, and now deliver twice a week to housebound and special case patients. A further benefit to patients is that the deliverers have been able to identify social problems that some patients have, and have been able to pass on that information to the practice so that enhanced care can be considered.

Other

- The group has focused on the proposed expansion of the community through new builds and the impact on health services – writing to the MP and receiving updates from the Parish Council.
- The group receives and comments on West Kent Clinical Commissioning Group's proposed service developments.

PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off: 24.3.15

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

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?

Participating patients are more aware of how to manage their conditions and how to lead a healthier lifestyle.

The delivery service means that patients receive their medications regularly.

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