

Patient Panel Group Report 2017-18

Practice Name: West Heath Surgery

Practice Code: M85007

Signed on behalf of practice:

Date: 29.03.18

Signed on behalf of PPG:

Date: 29.03.18

1. Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? Yes
Method of engagement with PPG: Face to face, Email, Other (please specify) The PRG has opted to take a virtual form using electronic communication to discuss views and ideas in order to maintain communication when meeting is not possible and to allow meetings to take place adhoc when required for important topics requiring face to face discussion. The practice keeps all communication sent by the PRG. The practice will meet at least annually to discuss activity from the previous year and set priorities for the following year.
Number of members of PPG: 8

Detail the gender mix of practice population and PPG:

	Male	Female
Practice	49.5%	50.5%
PPG	50%	50%

Detail of age mix of practice population and PPG:

	<16	17-24	25-34	35-44	45-54	55-64	65-74	>75
Practice	23.4%	10.3%	19%	12.5%	12.9%	10.2%	6.8%	4.9%
PPG	0%	0%	12.5%	37.5%	12.5%	12.5%	12.5%	12.5%

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	67.9%	0.08%	0.01%	0.19%	0.96%	0.32%	0.37%	0.46%
PPG	50%	0%	0%	0%	0%	0%	0%	0%

	Asian/Asian British					Black/African/Caribbean/Black British			Other
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other black	Any other
Practice	1.1%	0.70%	0.08%	0.68%	1.59%	2.25%	0.17%	0.58%	22.56% not stated
PPG	0%	0%	0%	0%	0%	0%	0%	0%	50% not stated

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:

From the statistics above, it can be seen that the panel is fairly representative of the practice's patient population. The practice recruited two new male patients to the panel which has made the group much more representative of gender. The practice feels that the PPG is representative of the ages of our population, but may want to recruit a younger panel member next year. The ethnicity difference is also within the tolerance of one patient member in each category.

**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.**

No

[Review of patient feedback](#)

Outline the sources of feedback that were reviewed during the year:

The patient panel reviewed the results from the national GP patient survey. Please follow the link below.

<https://gp-patient.co.uk/report?practicecode=M85007>

The practice also participates in the Friends and Family test. In 2017/18 97% of patients confirmed that they would be extremely likely or likely to recommend the practice to their friends and family.

2. Action plan priority areas and implementation for 2017-18

Priority area 1
<p>Description of priority area:</p> <p>The panel decided to focus solely on the development of the new app</p>
<p>What actions were taken to address the priority?</p> <p>The entire panel received a full demonstration of the app. This included the current features as well as future developments. The practice was keen to get patient feedback as to what features they may find useful</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The developers have taken away notes from the patient panel and will look into how these ideas can be developed in the future. The practice will inform patients of any future updates and features through emails and via the reception team in the surgery, who already deal with the app administration.</p>

3. Progress on previous years

Outline progress made on issues raised in the previous year(s):

4

In the year 2017/18 the PPG looked at the following priority areas:

- Amendment of the telephone message
- Minor Surgery appointments
- Prescription problems
- Continue to provide extended access services
- Patient Call System
- Further management of the patient wasted appointments
- Move more secondary care services to the practice

The outcome of all of the actions carried out during the year can be found in the patient panel report from 2017/18 which can be found at the link below:

<http://westheathsurgery.co.uk/about-us/patient-panel/>

5. Progress on previous years

New Action Priorities for 2018-19

The patient panel were impressed with the patient app and therefore felt that future development was very important. The panel also felt that the local population would benefit from more services in the building so that services are closer to home, this would also make use of the additional rooms that had been built in the extension. The final action for the practice was to increase the number of GP appointments available with regular GPs. The actions for 2018/19 are therefore:

- Look to extended the use of the app
- Fully utilise the building extension
- Provide further community services such as extending the already existing services such as physiotherapy
- Increase the number of GPs and receptionists employed by the practice

5. PPG Sign Off

Report signed off by PPG: Yes

Date of sign off: 29/03/2019