

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	38.4	61.6
PRG	49.5	50.5

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice	25	11	12	14	14	11	9	4
PRG			7.6	15.3	15.3	30.7	15.3	15.3

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	96%				1.5%			
PRG	92.4%							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	1.5%					1.0%				
PRG						7.6%				

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 have tried hard to attract members from all ages and ethnic groups. See below

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: The PPG spent the afternoon talking to patients who attended the baby clinic, many young mums were interested in the PPG but were unable to join due to family commitments, this is a similar issue with ethnic minorities, the PPG have changed the time of the meeting to accommodate one of the members and their work commitments. Not to be dissuaded, the group decide to try to recruit virtual members; forms have been given out to Mums at the baby clinic asking gif they would like to be a virtual member, the PPG would keep members up to date with PPG issues via email.

2. Review of patient feedback

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

The PPG have a suggestion box in the waiting room and forms for patients to complete and post confidentially in the suggestion box.

The PPG also collect and analyse the family and friend test data, not only do they work out the percentage of patients likely to recommend the practice but they collate the comments so we can act up on them. We are going to produce a work cloud for the waiting room.

How frequently were these reviewed with the PRG?

A member of the PPG has the key to the box and empties it once a month. The PPG respond to any suggestion in writing. The practice website is under development. It is planned to have a form on the new website for patients to complete and send to the PPG email address.

Action plan priority areas and implementation

Priority area 1
<p data-bbox="190 438 593 470">Description of priority area:</p> <p data-bbox="190 475 1355 507">Increase the PPG membership, try to recruit young parents and ethnic minorities.</p>
<p data-bbox="190 662 884 694">What actions were taken to address the priority?</p> <p data-bbox="190 730 1803 762">The PPG chair joined the health visitors at the monthly baby clinic with a view to promote membership to the PPG</p>
<p data-bbox="190 960 1310 992">Result of actions and impact on patients and carers (including how publicised):</p> <p data-bbox="190 1029 2004 1098">It was decided that young parents would benefit from being virtual members, receiving regular information and minutes from the PPG via email. The plan for 2015 is to ask all new patients if they would like to receive information from the PPG.</p>

Priority area 2

Description of priority area:

Improved opening times

What actions were taken to address the priority?

The reception desk is now open all day from 8.30 – 18:00.

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

The pharmacy is now open all day also, this enables patients to make appointments or collect prescription over the lunchtime period.

Priority area 3

Description of priority area:

Improve the information in the waiting room and on the web site

What actions were taken to address the priority?

The PPG have helped with information leaflets, displays and the content shown on the television

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

There is still a lot of work to be done to make the information we give to patients both easily accessible and understandable. The website is being redesigned. We hope the new website will be more interactive and enable patients to feedback easily, as well as inform them of what the PPG are involved with. Patients will also be able to make and cancel appointments and order prescriptions

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):

We have had an active patient participation group since 2006. They have produced their own booklet and have a display in the waiting room. They feature both on the web site and in the practice booklet. The PPG run the flu clinic café every year, this not only raises money for charity but raises the profile of the group. Members of the group are also active within other groups in Telford such as the CCG wide PPG group and health watch. We have a carers champion on the PPG who ensures the practice considers the needs of carers. The list of achievements for the PPG is endless. Please see the notes from the 2015 AGM below at the end of this document (not able to fit in this box)

3. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 24th March 2015

How has the practice engaged with the PPG: we meet regularly and exchange emails daily with the practice manager and reception manager.

How has the practice made efforts to engage with seldom heard groups in the practice population? We have worked together to try and engage with all groups in the practice, we are planning to have a banner made and we will sit in the waiting room, talking to patients, promoting the PPG one day a month.

Has the practice received patient and carer feedback from a variety of sources? One of our members is a carers champion so we receive regular feedback, we also receive feedback from neighbours who are patients and via the suggestion box.

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes very much so, we work closely with the practice and regularly meet with the practice manager.

How has the service offered to patients and carers improved as a result of the implementation of the action plan? The surgery is now open at lunchtimes so that is a great improvement, and things like the lighting and path improvements outside have help patients.

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

We would like to emphasise we are a fully integrated within the practice and we are made to feel part of the practice there is never an "us and them" attitude which we believe to be one of the main strengths of the group from day one

**Stirchley Medical Practice
Patient Reference Group
Annual General Meeting 2015**

The PRG held its AGM on 17th March to review the year's progress and plan for the coming year.

The meeting opened with a presentation of £400 to the Telford and Wrekin Young Carers Group who were represented by Caroline Elliott. The money had been raised by the PRG running cafe's during the 'flu clinic campaign, which they do on an annual basis and give the monies to selected local causes.

Caroline gave a brief outline of the work done by young carers who are aged from 5 to 18 years old. They hold regular meetings and activities yet have no external funding. The money was gratefully received and will go towards paying for a short (two nights) respite break for the Carers.

There followed a presentation on the activities of the Friends of Telford Park by our own member Chris Pettman. The park extends to 450 acres and, for some years, the group have been active in restoring and extending the park area (which is referred to locally as "the jewel in the crown" of Telford.)

Original lottery money is coming to an end but some small amounts still come from Telford and Wrekin council. There are 20 or so active members and more recruits or helpers would be welcome.

The Chairman then gave an annual report on our own activities. In summary these are:

We ran the 'flu clinic cafe's to raise funds for charity. We helped to select new seats for the waiting room and influenced a new, more pleasant seating arrangement for patients.

The sale of books is still on-going and raises funds for PRG usage.

We managed to have a large dangerous hole in the approach path to the surgery repaired, gratis, by the Council.

We reported the failure of outside lighting that left the approach and local car-parking area in total darkness during the winter months. Following lengthy e-mails and correspondence from PRG members the Council replaced the light, again free of charge.

We help surgery staff by doing the collation and analysis of the "Friends and Family" survey which is a monthly requirement placed on the Practice by NHS England.

We are producing a new Patient Handbook for distribution to patients who are new to the Practice.

As well as attending the Stirchley PRG meetings some of our members sit on other NHS committees around Telford – for example the CCG Round Table, the Patient's Working Together group, the Group for Patients with Long Term Conditions, the Telford Carers Group etc. By doing this we get information of

what problems and activities are going on within other practices. This gives us opportunities to get some input to the CCG and widen our own knowledge and experience. It also gives Stirchley the opportunity to raise regional issues to a higher level. We are a Member of NAPP (National Association of Patient Participation groups) and get information on national campaigns and events as well as getting useful ideas from other Groups throughout the UK.

We realise that some patients cannot get to the evening meetings in person so we are going to give those patients the chance to become active by forming a “Virtual Members” group. Essentially the members will be able to contact us via our computer address where they can raise issues for inclusion in the agenda, report matters relating to the practice, etc. They can be sent copies of the agendas and minutes of each PRG meeting.

The PPG will take an active role with the CCG Medicines Management waste campaign which is to take throughout 2015.

The Chairman thanked all of the members for being so active and for working well as a cohesive team to produce a successful year of Patient Participation.

Following the Chairman’s report there was a presentation to Hilary Griffin who was retiring from the group after many years of service. She in turn thanked the Group and introduced Liz who will join the group as her replacement as Practice Nurse at Stirchley.

Finally there was an election for management Team members since the Chairman and Secretary were not standing for re-election. On a show of hands the results were:

Chairman – Wilf Howcroft

Secretary – Joanne Sumnall

Deputy Chair – Tracie Craddock

Treasurer – Brenda Pettman

These members will serve until the next AGM in March 2016.

Brian Begley (22nd March 2015)