

UEA Medical Centre – PPG – Practice Action Plan
Mar 2015 – Apr 2016

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:

We have a predominately young demographic of patients, with a higher percentage of students and international patients compared to other GP practices. We find communicating with these groups is normally more successful by email, so have tried recruiting new PPG members via the termly 'ezine' newsletter that is emailed to all patients. We have also promoted the PPG to international students by including the PPG in the talk given by one of our doctors to new international students and also by using our contacts in the 'INTO' school (the attached International school to the University) to inform students of the PPG. Other methods used to recruit new PPG members have included advertising the group on the back of prescriptions, on our website, screen messages on the Jayex electronic board in reception and posters in reception.

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 (Lesbian Gay Bisexual Transgender) community?

YES – large student population and International student population.

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

33% of the PPG are students – compared to 65% of our practice population being students.

15% of the PPG are not 'white British' – compared to 59% of our practice population.

We have tried to increase numbers of the PPG in these groups with methods as outlined above and appreciate that to make the group more representative of the practice population further steps need to be taken. We will therefore ask patients in these groups if they wish to participate when they register with the practice, and will monitor any increase in numbers this results in.

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year: In-house survey responses Website feedback form responses Patient feedback / complaints FFT responses
How frequently were these reviewed with the PPG? Twice during the year 2015-16 so far

3. Action plan priority areas and implementation

Action Plan	Agreed Completion Date	Actual Action Implemented	Actual Completion Date
1. ACCESS			
Move the online appointment information from page 2 of the newsletter, to page 1 so more people are likely to read it	Autumn newsletter	Arranged	October 15
Put a synopsis at the front of the practice leaflet - brief information for patients to quickly view	Autumn practice leaflet	Done	June 2015
2. SATISFACTION WITH DATE/TIME OF APPT			
Routine sessions needed - we have a system to evaluate demand in previous years when planning for current year	On-going	Has happened for at least 15 years – reviewing last years sessional needs along with list size increase	Ongoing
We are responsive to demand - able to put more sessions on if needed	On-going	This occurs continuously	Ongoing

Have Book On Day every day in term time	Autumn 2015	Book on Day clinics included in doctor autumn term rota	Rota completed August 2015
3. COMFORT OF WAITING ROOM			
Explore possibility of Wi-Fi for the waiting room	Autumn 2015	UEA agreed to put WiFi in waiting room July 2015 – implementation date tbc	Completed 16.8.2015
4. LENGTH OF TIME WAITING FOR APPT			
Wait to be seen by urgent doctor We will trial a 'semi-urgent dr' alongside the urgent doctor clinic. This session will have some 'book on day' appts, but will also be available to take pts from the urgent dr session as required, to help alleviate some of the pressure on the urgent dr and to try to decrease wait times for patients.	Summer 2016	On rota for summer term	On rota for summer term
Urgent doctor to be more attentive to signing scripts promptly in between patients	On-going	Ongoing (above will also help to reduce wait times for this)	Ongoing
Look at getting a second monitor in urgent doctor room so doctors can keep a regular eye on waiting list and patients waiting for scripts to be signed	Autumn 2015	Reviewed – doctors not keen as may breach patient confidentiality	Revisited March 2016, to be discussed summer term 2016
5. INFORMATION			
Add to the doctor photo board in reception, information sign posting patients to look at doctors biographies on our website (so they can choose one more suitable to their needs – if desired)	August 2015	August 2015	August 2015