

Criteria	Practice Action	Additional Comments
A description of the profile of the members of the Patient Group; how have they ensure it is representative of population	The practice Patient Group is generally comprised of about 8 regularly attending patients. The profile of the members matches the accepted evidence of the practice Population to an extent.	This has been discussed at two recent PPG meetings and the practice are supporting the PPG in the recruitment of new members
The steps taken by the practice to ensure the PPG is representative of its registered patients	The Group has for a number of years sought to expand not only the numbers of the group but to gain access to other patient cohorts. Using Practice signage, use of the internet, existing patients recruitment of neighbours, GP input with patients have all been utilised to expand the group. The category that remains unrepresented is the younger age groups and the group are seeking to maximise the use of technology to engage this particular cohort.	Claire Haynes, CCG Engagement Manager, attended a special PPG meeting in February 2014 at the invitation of the Practice Manager to explore ways of extending membership to better reflect the patient demographics
Detail the steps taken to determine and agree priority issues as included in the practice survey	The Group discusses all of the general issues associated with the service provided by the practice. The PPG were involved in the preparation of the patient survey. The patient satisfaction survey and methodology was agreed by the Group. The Group were extremely supportive in the practice achieving a response rate of over 550 this year. The Group have discussed the results at the march meeting and been involved in the subsequent action plan	The Group plan to attend the CCG wide engagement event in April with a view to getting ideas on increasing the group's membership and also suggestions on how they can support the practice to improve the patient journey within the resources available
How were the views of patients sought?	The Survey questionnaire was made available to all patients coming to the practice. An electronic version was also used via the practice website. The Group manned the waiting areas at both the main and branch	

	<p>surgeries extensively over a 2 week period to encourage participation in the survey with a great level of success.</p>	
<p>Details of what opportunities there were for the PPG to discuss action plan</p>	<p>The Group met on Wednesday 12th March 2014 to discuss the contents of the patients' satisfaction survey. From this discussion the group agreed a number of action points.</p>	<p>Further actions and review will be discussed following attendance at the CCG engagement event.</p>
<p>Details of the action plan and how proposals will be implemented; and reasons for non-implementation of any proposals</p>	<p>The Group have requested that the practice reviews the access for patients by phone for appointments</p> <p>The Group have suggested that wider publicity is needed to recruit new members to the Group. Action All</p> <p>The Group will approach health and well-being charities and organisations with a view to arranging their attendance at the practice to raise awareness.</p> <p>The Group will work with the practice to install information screens with messages about the PPG and membership interspersed with health and well-being messages.</p>	