**PPG report/action plan 2015/16**

**Rosemary Medical Centre**

|  |  |
| --- | --- |
| **Practice Population:** | * Practice Population = 7895 * For Public Health summary of our practice please access the following link: <http://fingertips.phe.org.uk/profile/general-practice/data#mod,2,pyr,2015,pat,19,par,E38000045,are,J81036,sid1,2000005,ind1,-,sid2,-,ind2,-> * 3.2% of our Practice population is registered as a carer |
| **Membership of PPG:** | The ethnicity of the PPG in comparison with the Practice population is as follows: |
| **Information Analysed:** | The following channels enable patients to provide feedback/suggestions about our practice which helps inform the discussions with our PPG and identify areas for improvement:   * Friends & Family Test - feedback forms are available for all our patients in the Reception, Waiting rooms, Practice website, Carers Corner, Child Health clinics and Nasal Flu clinics * Comments on NHS Choices [Overview - Rosemary Medical Practice - NHS Choices](http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=44720) * GP Patient Survey [GP Patient Survey](https://gp-patient.co.uk/) * Long Term Conditions and over 75’s Practice patient survey * Practice Significant Events & Complaints |
| **Areas for improvements identified:** | From the feedback given three areas of improvement were identified:     * **Accessing the correct patient details** –   Through our significant event finding it has shown that on occasions the incorrect patient details have been accessed due to Patients not only having the same name but also D.O.B.   * **Entertainment in the waiting room** – We have received comments through our patient feedback questionnaires that some patients would like music in the waiting room * **Handling of Complaints** – This was highlighted through a Healthwatch mystery shopper exercise used to test our complaints procedure. It was felt by the mystery shopper that certain aspects of the Practice’s complaint procedure were not followed. |
| **Action plan:** |  |
| **Summary of change:** |  |
| **Description of how patients have been engaged with this:** | All patients have been encouraged to engage with this via information posted on the ‘Did You Know’ notice board in our main waiting room and in the Practice newsletter which is also posted on our Practice Website with any comments noted through the Family & Friends test. In addition the PPG was engaged in discussions regarding both the original action plan and the progress to date at the six month update (please see attached) |