**Name of Patient Engagement Lead (PEL):Zara Bashir**

|  |  |
| --- | --- |
| **Part 1: Patient Participation Group (PPG):**  *Please note: This now a contractual requirement and practices will be required to declare in the annual electronic practice self-declaration (eDEC) that they have fulfilled the requirements. Please see attached documentation for further information or go to this* [*link*](http://www.nhsemployers.org/~/media/Employers/Documents/Primary%20care%20contracts/GMS/GMS%20guidance%202010-present/2015-16/201516%20GMS%20Guidance.pdf) *(see pages 23-27 for GMC practices and for PMS practice, please go to this* [*link*](https://www.england.nhs.uk/gp/gpfv/investment/gp-contract/2015-2016/) *(pages 207-208).* | |
| 1. **Does your practice have a PPG?** | * Yes • |
| 1. **Please provide evidence of your PPG.**   This should include your terms of reference, brief outline of your membership, roles and responsibilities of people.  If you have answered no, please attach your action plan for setting one up. This should include who is leading on this within the practice and timescales. | We have a group of patients who attend meetings every 1-3 months to discuss improvements or to put forward any complaints about the service in which they receive. The Practice PPG also holds hold a 1 to 1 sessions with patients as not every patient can attend the set time for the group sessions that are held. All patients are kept informed virtually of any changes or upcoming events.  The Practice Manager and the Healthcare team are also involved in supporting the PPG lead in carrying out promotional work for the Practice and full team efforts are made in engaging with the Patients whether that is within the Practice or outreach work.  **PPG Group table** |
| 1. **How often do they meet?** | Weekly 🞏 Fortnightly 🞏 Monthly •🞏 Quarterly 🞏  Other, please give more details: patients would be alerted with texts in order to attend the next PPG meeting every 1-3 months. |
| 1. **What are your mechanisms for obtaining patient/practice feedback and how have you used these to make changes?**   For example NHS choices, FFT, comments box, complaints, verbal, surveys, coffee mornings, events, posters, patient opinion, etc.  **Please attach examples of each** | Newsletter •🞏 NHS Choices 🞏 Other website 🞏 Questionnaires •🞏 Events •🞏 FFT •🞏 Notice Boards •🞏 Active PPG •🞏 Coffee mornings •🞏 Comments Box •🞏 Campaigns 🞏 other 🞏  The normal process is collecting data through FFT, Comments Box and NHS Choices. In addition to this the Practice has connected with patients and the community through various other mechanisms such as Internal Surveys, Visiting Children Centres, Self- care events where surveys were carried out.  The Practice keeps the patients notified through posters, SMS messaging, coffee mornings, mum and baby sessions. The Practice manager also has a drop in session for comments and complaints once a week on Tuesday mornings.  Examples attached below.  Questionnaires  **Bilton patient questionnaire**    **FFT**      **Walk in questionnaire**    **Bullying questionnaire**    Events  Mum and baby Group      We hold a mum and baby group session every Tuesday for mums to come and discuss improvements for the surgery and to also have a chat with the health visitors about their child. This allows mums to interact with other mums and share experiences. We provide a relaxed environment with refreshments and mums can also breast feed whilst having a natter.  Notice Board    The following methods are used to take notice of the patient’s feedback and improvements of the surgery. We have taken into consideration patients opinions and are using the feedback given to improve the surgery ways of meeting the patient’s needs.  Active PPG    We often allow our patients to attend to patient network meetings, to discuss improvements and ideas with other PPG from other surgeries.  Comment Box    We allow our patients to write down their concerns they have with the surgery to put in the comments box which allows us to improve. |
| 1. **How have you ensured that your PPG is representative of your practice population?** Please give examples how you have achieved this. | The way in which we ensure that our PPG represents the practice population is by encouraging all backgrounds to join our PPG Group. We share information via SMS to all backgrounds, genders and ethnicities.  Our PPG is made up of different ages, genders and ethnicities. Please refer to the table attached.    Self-Care poster      Letters and questionnaires we give out are aimed at all patients with different ethnic backgrounds, with sections in the questionnaire to outline their own ethnicities.  Zara our PPG Lead attended the self-care events as well as PPG Network meetings. This also gave her opportunity to speak with people from many different backgrounds. |
| 1. **How have you sought and analysed the the views of patients and careers registered at your practice ?**   *Please describe what mechanisims that were used to seek these views (i.e. grass root, patients survery,PPG) and also how this was analyse to identify any actions.d.*  **Please note that the carers may not be registered with your practice** | Texts and letters are sent to patients inviting to attend PPG meetings. Patient feedback is collected through surveys.  Self-Care event was targeting Carers both in November 2016 and March this year. Carers resource represented us and assisted in speaking to the community and to ensure that the correct information was disseminated. |
| 1. **Please provide evidence of how these changes have been implemented and how these were communication to your registered patients and carers?**   Include action plans or feedback | 61 Carers have been reviewed and offered a Carer’s grant application.  Walk in surgery has been introduced as a result to patient demand    The Walk in session allows patients to attend the surgery on Wednesday mornings to see a Health Professional without the need of an appointment. Heights, weight, Blood Pressure, Blood sugar testing is also available as part of the walk in session.  Mum and Baby session has been introduced every Tuesday morning after speaking to new mums one to one at Baby Clinics. |