**Template for PPG report/ action plan**

**Name of Practice: The Panton Practice**

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| **Practice Population:** | Practice population as of 29/3/2016 - 13031  |
| **Membership of PPG:** | 60 members – 30 male and 30 FemaleAges under 20 121-30 331-40 241-50 151-60 661-70 1871 and over 2929 are either white British/mixed British or did not declare.1 is Chinese ethnicity |
| **Information Analysed:** | **Patient survey** Results showed that most patients who responded were happy with the service provided although respondent numbers were down on last year.[Patient Survey 2015](https://reports.smartsurvey.co.uk/idQ0w4BgCUKGmLAmygtQQKn7Z/id/175620)**Non-attenders**PPG looked at the average number of patients who Did Not Attend appointments. **PPG Members Recruitment posters**Posters were put up in the waiting room and invite advertised on the website, this prompted little response from patients within the young population.**PPG Letter to NHS England, CCG, CQC, Bournemouth MP and Bournemouth Council Lead**The letter was to support the practice with obtaining new premises; this would improve patient services and the patient’s general environment when attending the practice. Responses received were discussed and all letters had been met with support, this is ongoing.**Attendance of Public Governor from RBH to PPG meeting**Eric Fisher gave an informative talk on behalf of the foundation trust on staffing levels, Clinical Services Review, the vision of a Super Hospital in Dorset, one to deal with the Urgent elective care and the other with strokes and cardiology emergencies. This information helped the PPG inform patients of the practice on the new changes within the hospitals. **Meeting with Richard Renaut the CCO at RBH** Following the talk with Eric Fisher the PPG wanted to know more about the emergency side of RBH and how the PPG can inform patients appropriately and reduce the numbers of attendances for non-urgent matters. Newsletter produced by the PPG on informative information to patients giving them signposting to services other than A&E. The PPG will continue to produce a quarterly newsletter with informative information for patients. This will be added to the website as well as distributed within the surgery. |
| **Areas for improvements identified:** | More involvement from the PPG in discussing complaints from patients and to contribute to any services that can be improved. |
| **Action plan:** |  |
| **Summary of change:** | The PPG have been more involved this year in producing documentation for patients and publishing awareness events throughout the year for patients to be able to attend**.** They have met with various members from secondary care and looked at ways of becoming more involvement and proactive.The PPG have now taken on the responsibility of the information displayed in the waiting room with the clinician’s guidance on medical subjects, also ways in which we can reach our ethnic population with different language formats of publications. |
| **Description of how patients have been engaged with this:** | The members of the PPG that do have a consistent input are happy to listen to others from the community and secondary care sectors and would like to make a difference, however due to the current situation the NHS is in this is very hard and most of the time despondent due to changes being out of the realms of people from the PPG being able to make a difference. Patients do hear a consistent grumble from patients about how NHS money is spent and the lack of resources at their fingertips as and when it is wanted by them. There is an unwillingness from patients to take an aspect of responsibility for their own wellbeing and do attend the practice with ailments that could be treated within the pharmacies or community setting. As we move towards federations, it would be logical to have a large PPG across a locality that can be a more powerful voice and for them to be invited to key CCG meetings. |