

PATIENT PARTICIPATION REPORT	
A description of the profile of the members of the PRG	We have a mixed group of ethnically diverse patients, of the profile 80% Bengali and 20% other, 70% men and 30% women. The PPG comprises of 5 – 6 registered patients that attend on a regular basis. The group consists of 4 white female members and 1 afro-caribbean with an average age of 50+
The steps taken to ensure that the PRG is representative of our registered patients and where a category of patients is not represented, the steps we took in an attempt to engage that category	Poor representation from Bangladeshi and male population and the practice continues to adopt various recruitment methods with the aim of gaining a better cross-section of the practice population. These include the following: <ul style="list-style-type: none"> • Information about how to join our PPG on the Practice Website • Message to join our PPG on the Jayvex screen in the waiting room • Posters in the waiting room • Invites by text messages for patients to join • Invitations given to all new patients as part of the registration process
Details of the steps taken to determine and reach agreement on the issues which had priority and were included in the local practice survey	The following key areas were identified by the PPG to be included in the practice survey <ul style="list-style-type: none"> • Access to a doctor or nurse • Obtaining a repeat prescription • Obtaining test results • Reception experience • Overall practice satisfaction The design for the survey was discussed by the PPG during their quarterly meeting on 2 nd November 2013. The survey was distributed in paper form in the waiting room. 50 Surveys were handed out and 34 completed.
The manner in which we sought to obtain the views of our patients	At PPG Meetings Patient Survey Suggestion box Mori Survey
Details of the steps taken by the practice to provide an opportunity for the PRG to discuss the contents of the action plan	The results of the survey were discussed in the PPG meeting held on 19.3.2014. The results were discussed alongside examples of comments made by patients.
Details of the action plan setting out how the finding or proposals arising out of the local practice survey can be implemented and, if appropriate, reason why any such findings or proposals should not be implemented.	Changed appointment system to address same day need.
A summary of the evidence including any statistical evidence relating to the findings or basis of proposals arising out of the local practice survey	See appendix 1

Action Plan													
Changes we intend to take as a consequence of discussions with the Patient Representative Group in respect of the results, findings and proposals arising out of the local practice survey	<p>To carry out another survey to assess the new appointment system</p> <p>Discussed the robustness of the questionnaire used for the patient survey. To look implementing a new survey</p>												
ii. where it has participated in the Scheme for the year, or any part thereof, ending 31 March 2012, has taken on issues and priorities as set out in the Local Patient Participation Report	City Wellbeing Practice has participated in the scheme for the whole of 2013-14. The PPG discussed and made relevant changes to practice issues.												
The opening hours of the practice premises and the method of obtaining access to services throughout the core hours and extended hours arrangements (the times at which individual healthcare professionals are accessible to registered patients).	<table> <tbody> <tr> <td>Monday</td> <td>08:30 – 18:30</td> </tr> <tr> <td>Tuesday</td> <td>08:30 – 18:30</td> </tr> <tr> <td>Wednesday</td> <td>08:30 – 18:30</td> </tr> <tr> <td>Thursday</td> <td>08:30 – 18:30</td> </tr> <tr> <td>Friday</td> <td>08:30 – 18:30</td> </tr> <tr> <td>Saturday</td> <td>09:00 – 12:00</td> </tr> </tbody> </table>	Monday	08:30 – 18:30	Tuesday	08:30 – 18:30	Wednesday	08:30 – 18:30	Thursday	08:30 – 18:30	Friday	08:30 – 18:30	Saturday	09:00 – 12:00
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