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Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	9						2	
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PRG										

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

To ensure that our PPG is representative of the practice population in terms of gender, age and ethnic background we publicise our PPG and encourage patients to join. There is a poster on the notice-board in the waiting room area explaining how often the PPG meet and welcoming anyone to join the group.

There is also a paragraph in the Practice Leaflet *“PATIENT PARTICIPATION GROUP - Do you have a query, suggestion or concern about health services in Knowsley? Your PPG may be able to help. We meet every few months at the practice to discuss ways in which services can be continued or improved. Write your query/comment on one of slips provided at reception and post it in the Prescription/Suggestion box on reception, or alternatively speak to a member of staff”*.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? **YES**

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

**The practice has a high number of unemployed patients claiming jobseekers. We include them in our invite to join the PPG as stated above.**

## 2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

**By holding regular PPG meetings and listening to patient feed-back within the meetings.**

How frequently were these reviewed with the PRG?

**3-4 monthly (last meeting was delayed due to a lot of uncertainties with the practice moving location.**

### 3. Action plan priority areas and implementation

#### Priority area 1

##### Description of priority area:

The Practice re-location from Hillside Road to Bluebell Lane in Huyton. The impact of the move on elderly patients, ethnic minorities and young mothers.

##### What actions were taken to address the priority?

A member of the PPG who is also a member of Health Watch Knowsley advised to contact Knowsley Ethnic Minority Group for advice on provision of a translator. For young mothers she suggested a course called "Being Me" would be helpful.

Also Alison Whelan, Engagement Lead for NHS Manchester, attended the PPG meeting to listen to the patients' views. She explained to them that a letter and FAQ would be sent to each household informing them of the practice move, posters would be displayed in the practice and neighbouring shops. She also arranged for drop-in sessions at Hillside Road and The Bluebell Centre for patients to attend.

The practice identified the vulnerable patients i.e. palliative care, cancer, elderly, disabled, learning disability, carers and patients whom English is not their 1<sup>st</sup> language. We involved Community Matron, Macmillan Nurse and District Nurse to communicate our move to patients on their case-load. Receptionists checked that patients had received their letters regarding the practice move and re-iterated the message to patients, face-to-face, via telephone calls and adhoc when patients ordered/collected their prescriptions. For patients whom English is not their 1<sup>st</sup> language and family member cannot translate we intended to use Language Line.

Result of actions and impact on patients and carers (including how publicised):

The practice move went smoothly on 27.3.2015 with no problems and limited impact on patients and carers. The move was publicised as mentioned above.

Minutes published on practice website

## Priority area 2

### Description of priority area:

To improve the uptake of patients attending for Mammogram screening which had decreased due to the mobile screening unit moving from the Huyton area to Broadgreen Hospital in Liverpool which is much further for them to travel.

### What actions were taken to address the priority?

PPG member contacted Sarah McNulty at Public Health to inform her that the uptake of mammograms had decreased as patients in Huyton found it difficult to travel to Broadgreen Hospital. She was informed by Public Health that patients who missed their appointments would be contacted when the mobile unit was up and running again in Huyton.

Receptionists also contacted patients when we received their "DNA letter". They were encouraged to attend and given the telephone number of the Breast Screening Unit to re-arrange an appointment in Huyton.

### Result of actions and impact on patients and carers (including how publicised):

Hopefully the uptake of mammograms will increase. We have noticed that a number of women who did not attend the Broadgreen Hospital site and were contacted and encouraged to attend the unit in Huyton did go for their mammogram. We will find out the final figures when we receive them from the screening unit.

Minutes published on practice website

### Priority area 3

#### Description of priority area:

In Huyton we have a large population of patients with alcohol drinking problems. PPG members discussed how a HUB would be helpful to support agencies and that a better support mechanism was needed for Drug and Alcohol addictions. It would be useful if organisations worked together in a HUB. Finally it was agreed that it would be beneficial to set up a local AA group in Huyton to help patients overcome their addiction and improve their lifestyle.

#### What actions were taken to address the priority?

2 PPG members discussed their idea with the Knowsley Health Commissioner. Also PPG member attended a Health Strategy meeting on Drug & Alcohol Misuse in St Aloysius Social Club in Huyton. This was also attended by Public Health.

#### Result of actions and impact on patients and carers (including how publicised):

An AA group was set up in North Huyton Health Centre. The meetings are held every Tuesday evening and are well attended. A meeting list is distributed amongst the attendees and following this another group has started in Wilson Road, Huyton.

Minutes published on practice website

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

N/A

4. PPG Sign Off

Report signed off by PPG: YES/NO

Date of sign off:

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population?

Has the practice received patient and carer feedback from a variety of sources?

Was the PPG involved in the agreement of priority areas and the resulting action plan?

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

Do you have any other comments about the PPG or practice in relation to this area of work?