

	Asian / Asian British				
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian
Practice	29	6	6	2	35
PPG	0	0	0	0	0

	Black / African / Caribbean / Black British		
	African	Caribbean	Other Black
Practice	11	8	3
PPG	0	0	0

	Other	
	Arab	Any other
Practice	0	10
PPG	0	0

1.2 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:

- We actively promote the PPG on our website, in our Practice Booklet, in the 2 surgeries, in the practice newsletter and via our flu clinics. The PPG have also promoted it via local magazines, such as Cuckfield Life and Bolney parish magazine.
- Our practice population is predominantly white British and although small, we feel our PPG is representative of our demographic. The PPG have increased the number of male members during the year.
- We are always actively seeking patients in the 17-44 age range, however many of these are of working age and commute to London and surrounding areas.
- The PPG also have 92 other patients on their email database who receive updates and details of meetings, such as the recent meeting on the Summary Care Record.

1.3 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 number of nursing homes or an LGBT community)

No, our practice population is largely healthy elderly or working age professionals.

2. Review of Patient Feedback

This year our focus was to communicate better with our patients. To make them aware of our services and what was available to them. To also share the patient experiences of the PPG and try to encourage new members.

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

Source 1: Flu Clinics

In September and October 2014 we invited the PPG to attend 3 flu clinics to discuss what services were available to patients. The idea was to reach as many patients as possible in a short time, we had 685 patients attend over 3 Saturday clinics and the PPG attended each. The PPG were asked to discuss the 'Did you know' hand out ([Appendix A](#)) and at the end of each clinic we discussed the feedback from the patients and the PPG about these services and any issues or compliments that were raised by patients.

Source 2: Friends & Family Test

As the way patients provide feedback has changed this year we made the decision with the PPG to try to have more events to engage patients and use the Friends & Family Test as the new patient survey. As this test only started in January of this year and we have agreed to discuss the results quarterly, we have not yet discussed this feedback with the PPG as we are not yet at the end of the first quarter. Our monthly FFT results have been publicised to the all our patients and the PPG via our website, posters in the surgery and social media. We will be collating comments from our patients and discussing this feedback with the PPG at our next meeting.

Source 3: Drop-in Sessions

To engage our patient population and hopefully, add to our PPG, we decided to host 2 drop-in sessions this year. We chose 2 subjects in conjunction with the PPG, topic one: Summary Care Records and topic two: Wellbeing. We invited patients to come along outside of surgery hours to come and talk to staff and the PPG about these topics. The PPG engaged the community by putting posters ([Appendix B](#)) in prominent areas of Cuckfield and Haywards Heath and advertising on social media and email. The first evening was held on 11th March and was delivered by Dr Nick Barrie, Clinical Director, Horsham & Mid-Sussex Clinical Commissioning Group and GP, and was attended by PPG members and some patients. Feedback on this service was discussed directly during the session.

2.2 How frequently were these discussed with the PPG

Flu clinic feedback from patients was discussed the same day and any changes that were made as a result of this feedback was discussed with the PPG at the meeting that followed these clinics in November 2014.

Friends & Family Test Results feedback will be discussed with the PPG at the next meeting 15th July, although quarterly data will be sent out via email for comment on the 2nd April after the 1st quarter of data has been collected and compared with national data.

Drop-in session feedback was discussed and addressed at the time of the drop-in.

3.0 Action plan priority areas and implementation

3.1 Priority area 1: Promotion of online services

- **Description of priority area:** It is important for the practice to get our patients registered and using online services, the PPG recognise the benefit and are keen to help get patients online.
- **What actions were taken to address the priority:** In discussion with the PPG at PPG meetings, it was decided that the Practice website needed re-designing to promote and highlight online services. In addition we wanted to get the Practice on social media to advertise to younger patients and to attend the flu clinics to discuss online services, and their benefits, with patients directly.
- **Results of actions and impact on patients and carers:** We have seen the volume of patients who are accessing online services increase with the PPG being very proactive in encouraging patients to get their online login details directly after speaking to PPG members about the benefits of the service during the flu clinics.

3.2 Priority area 2: Increase the PPG membership

- **Description of priority area:** We highlighted that it would be desirable to try to engage more patients under the age of 44 to join the PPG and have an input into the Practice.
- **What actions were taken to address the priority:** In discussion with the PPG at PPG meetings, it was felt that joining social media may increase the chance of engagement with this age group. It was also felt that the population in this desired age range were predominantly working and commuters, therefore not always able to attend meetings in surgery hours. It was planned to host a drop-in session in the evening, outside of work hours, to encourage the PPG to speak to this age range and gain interest in joining.
- **Results of actions and impact on patients and carers:** We did get onto social media and the following is growing slowly, but surely. We hosted a drop-in session in March and this was well attended by the PPG, however not as well attended by the patient population despite advertising. There are plans for a coffee morning, to tie in with a charity event in June/July 2015 which will give the PPG the opportunity to connect with a different range of patient population and promote the PPG to those who may wish to join.

3.3 Priority area 3: Increase patients leaving feedback on their care

- **Description of priority area:** Highlight the ways our patients can give feedback on their patient experience at our Practice.
- **What actions were taken to address the priority:** In discussion with the PPG at PPG meetings, we discussed all the outlets that facilitated patients to leave feedback. We wanted our patients to leave comments on NHS Choices and the PPG were instrumental in directing our patients to NHS choices via our flu clinics, social media and talking to patients in the community.
- **Results of actions and impact on patients and carers:** Patients were keen to leave both positive and negative feedback on NHS choices, all of which were addressed by the Practice and acted upon as appropriate. The PPG were excellent and letting patients know they have a voice and with the FFT this will only increase. The PPG were also supportive on social media, often sharing posts and tweets with their patient following.

3.4 Progress on previous years

There has been a change in personnel at Cuckfield Medical Practice since April 2014 and as a new member of staff I am unable to comment on changes that have taken place to previous years. I will kindly ask that the PPG comment on this from their experience.

Carol Pearson, Chair of the PPG at Cuckfield Medical Practice & The Vale Surgery:

We are delighted that the PPG has grown from 11 to 17 members. Although we are a relatively small PPG, we have increased the number of male members from 3 to 7. In addition, we have had consistent attendance from members. In comparison to other PPGs, we have some members of working age. We vary the times of meetings to ensure as wider access as possible. We are using email to ensure that an even wider cross-section of the population is aware of PPG activities. Particular highlights of the year include providing feedback on the surgery's excellent new website and the waiting room presentation, as well as hearing feedback from patients at the flu clinic (which we find invaluable), providing feedback on the Practice's revised new patient booklet and ensuring wide communication on the Summary Care Record presentation earlier in March 2015. More people are aware of our dedicated email address (cuckfieldpatients@gmail.com), we have 43 followers on our Twitter account (@CuckfieldPPG) and we will continue to pursue all avenues to ensure patients can access us to give feedback on local services.

4.0 PPG Sign Off: Carol Pearson

4.1 Report Signed off by PPG: Yes No

4.2 Date of sign off: 31st March 2015

4.3 How has the Practice engaged with the PPG:

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

The PPG has discussed ways of engaging with seldom heard groups, such as the housebound. To this end, the PPG have had articles in local community magazines to ensure wider communication about the PPG and how to contact us to give feedback. We are also conscious of the need to communicate with younger/ working age people. To do this, we have invested time in growing our email database, which now has 92 patients in addition to PPG members. Our PPG representative on the local Clinical Commissioning Group (Horsham and Mid Sussex CCG) often discusses ways of widening participation at monthly commissioning patient reference group meetings, to ensure we are using as many effective methods as possible.

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

The practice receives feedback in several different ways – from face to face feedback at flu clinics, where patients can talk to PPG members directly, to practice questionnaires and also the comments boxes placed in reception. The feedback is reviewed by both the Practice and the PPG.

3. Was the PPG involved in the agreement of priority areas and the resulting action plan?
Yes, agreeing the priority areas and action plan is part of the annual work plan of the PPG.

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

As a result of the action plan implementation, the following has happened in the last year:

- More appointments available to book online
- Introduction of Saturday clinics
- Much improved information available to patients online and within the waiting room areas on TV screens
- Wider use of social media – the surgery is now using Facebook and Twitter to keep patients informed e.g. on opening hours over holiday periods, local pharmacies with late opening times

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

The PPG are delighted to have a strong link with the Practice via the appointment of the Reception/ Administration Manager, Samantha Shearman. There has been excellent progress in all the Practice's electronic communications (the new website is outstanding). We have face to face meetings 4-6 times a year and encourage email participation from those who are unable to attend meetings.

Cuckfield Medical Practice
& The Vale Surgery

Cuckfield &
Haywards Heath



Call: 01444 458738 or 458739
Cuckfield.Reception@nhs.net

Did you know?

Cuckfield Medical Practice & The Vale Surgery have:

- ✓ A friendly and helpful Reception team, available 8:30am to 6:30pm
- ✓ Appointments with a Doctor every day and early morning appointments on Wednesdays
- ✓ Online services for requesting medication and booking your own appointments



- ✓ A comprehensive website with access to lots of information

www.cuckfieldmedicalpractice.co.uk

- ✓ Facilities for leaving patient feedback; either in the surgery, on our website or on NHS Choices: www.NHS.uk
- ✓ We are on Facebook and Twitter, so if you want to keep up with everything that is going on in the Practice:

 www.facebook.com/cuckfield_medical_practice

 [@CuckfieldGP](https://twitter.com/CuckfieldGP)

- ✓ A Patient Participation Group (PPG) who meet and speak on behalf of the patients.

**Why not join them and
have your say?**



www.cuckfieldmedicalpractice.co.uk

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& The Vale Surgery

Cuckfield &
Haywards Heath



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Summary
Care
Records

It's good
to Share!

Summary Care Records are coming, would you like to know more?

Do you know what Summary Care Records (SCR) are?
Are you confused about why your health records are being shared?

On the 1st April 2015 Summary Care Records will be available to you if you use our online services. Over the coming weeks we will be putting more information on our website to explain what this means for you and how you can access your own SCR.



If you have any questions at all we will be holding a drop-in session for our patients to come and speak to us:

Wednesday 11th March

6:30pm to 7:30pm

The Vale Surgery, Bolding Way, Haywards Heath

You will only have online access to your Summary Care Record if you are registered for online services. For more information on how to register please go to our website or come in to see us!

www.cuckfieldmedicalpractice.co.uk