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| ***Provide a description of the profile of the members of the PRG*** |
| Present PPG group members are  Allan Davies, patient  Joy Glaysher, Practice Manager  Karis Kayode, patient  Baljit Kaur patient  Tim Lewry, patient  Joan Woodhead, Chair & patient  Ros Woodyard, Practice & Group Secretary |
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| ***Steps taken by the contractor to ensure that the PRG is representative of its registered patients and where a category of patients is not represented, the steps the contractor took in an attempt to engage that category*** |
| Our group has grown from four core members in year 1 to seven in year 2 and now feels it is representative of the demographic profile of the practice in terms of age, sex, geography and disease.  The group has its dedicated noticeboard in the surgery waiting room. The group has a poster inviting interested patients to join.  Patients can also contact the group via the Surgery web site and a link from St Edmunds Living Well website. |
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| ***Steps taken to determine and reach agreement on the issues which***  ***had priority and were included in the local practice survey*** |
| The group agreed to keep the survey format the same as last year.  The survey was given to all patients who attended the surgery for a pre booked appointment during the week beginning Monday 17th February.  The PPG will discuss the survey results at their next meeting (Date to be agreed) |
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| ***Describe the manner in which the contractor sought to obtain the views of its registered***  ***patients*** |
| Survey results are uploaded to the surgery website and also on the PPG notice board in the waiting room. Information leaflets about the PPG and their contact details are also on the waiting room table. |
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| ***Detail the steps taken by the contractor to provide an opportunity for the PRG***  ***to discuss the contents of the action plan*** |
| On completion of the survey copies were sent to all members and a meeting is planned to discuss the results and formulate actions for the coming year. |
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| ***Details of the action plan setting out how the findings or proposals arising out of the local practice survey can be implemented and, if appropriate, reasons why any such***  ***findings or proposals should not be implemented*** |
| Overall feedback from this year’s survey was generally positive. Of a possible 286 patients a total of 198 surveys were completed.  82% would recommend the surgery to someone who has just moved into the area.  There is no clear preference for expanded opening hours, 42% of respondents claimed to be satisfied with opening hours.  Pre-booking was considered important by the vast majority, as was phone contact, 27% are interested in booking an appointment online (This service is now operational).  The receptionists received extremely positive feedback. |
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| ***Summary of the evidence, including any statistical evidence, relating to the findings or basis of proposals arising out of the local practice survey*** |
| Survey results are available on the surgery website, and in the surgery waiting room. |
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| ***Details of the action which the contractor, and, if relevant, the NHS England, intend to take as a consequence of discussions with the PRG in respect of the results, findings and proposals arising out of the local practice survey; and where it has participated in the DES for a (1st April – 31st March), or any part thereof, ending 31 March 2013, has taken on issues and priorities as set out in the Local Patient Participation Report*** |
| Telephone appointments have been reduced again this year & more face to face appointments have been made available. The daily walk in urgent on the day clinic is continuing to be very popular. This also continues to have an impact on the number of our patients using urgent care and A&E.  The partners and PPG core group plan to meet to discuss the survey results and implementation of the action points. |
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| ***Detail the opening hours of the practice premises and the method of obtaining access to***  ***services throughout the core hours*** |
| The practice is open 5 days a week  Mon- 8am – 18.30pm, Tues 7am – 18.30pm, Weds 8am – 14.00pm, Thurs 8am – 20.00pm & Fri 8am – 18.30pm.  Patients can contact the surgery in person, by telephone, fax, email & via the practice website.  Three types of appointment are available pre bookable in advance up to 4 weeks in advance, telephone and urgent on the day walk in. |
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| ***Where the contractor has entered into arrangements under an extended hours***  ***access scheme, the times at which individual healthcare professionals are accessible to registered patients*** |
| The surgery offers extended hours appointments from 7am to 8am Tuesday mornings and 18.30pm to 20.00pm Thursday evenings. |