

PATIENT PARTICIPATION ACTION PLAN 01/04/2015 – 31/03/2016 Summary of Goals and Objectives to be Achieved

Area of work to be examined	Tasks to be undertaken	Lead person	Interim measurement	“Finished by” date	completion
Patient Experience	Under take a patient survey each year – to look at possibility of changing questions – to ask the staff the top three things they would change about the practice.	Practice Manager		02/2016	08/12/2015
	In agreement with the Patient Focus Group				
	Report on the findings of the patient survey to the practice team and patient focus group	Practice Manager		03/2016	08/12/2015
	Complete a report on the findings and add those areas which needed addressing and agree actions, add to the action plan and post on the practice notice board and website	Practice Manager		Before the 31/03/2015 And again by 31/03/2016	To be posted on website and notice board 29/02/2016

	Post the results of the patient survey and action plan onto the patient notice boards and website	Practice Manager		Before 31/03/2015 And again by 31/03/2016	To be posted on website and notice board
Monitor patient waiting times	Carry out an audit of patient waiting times	Practice Manager and Practice staff	Discussion with practitioners practice staff and patient focus group	01/08/2015	01/08/2015
Explore additional Appointment times for patients to talk to the practitioners and nurses over the telephone	To match demand	Clinical team	Address any areas of weakness add to actions	31/03/2016	
To explore possibility of a CHD Clinic (as per patient group)	Patient focus group idea	Discuss with clinical team	Discuss with practitioners	30/11/2015	Unable to provide a CHD clinic due to lack of nursing appointments currently

Explore possibility	Explore ways of enhancing this services at St Peters Surgery	In full agreement with the practitioners nursing staff, practice staff	Training and risk assessment		Surgery reception renovation before 2016
New Practice Premises	Work with Thanet Commissioning Group/ NHS England/Local Council and Developers to find an appropriate site	Practice Manager Partners, Staff and Patient focus group, Patients		On-going until premises found.....	Advised by NHS Surveyor to reapply for planning permission next year
Service development	Continue to work with the patient focus group to develop and improve services	Practice Manager	In conjunction with Thanet CCG and Practitioners	On-going	On-going
