

PATIENT PARTICIPATION ACTION PLAN 02/ 2011 – 31/03/2013 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	Practice Manager	Ensure the patient focus group are involved with the questionnaire and are happy with the contents	Oct 2011	√
	In agreement with the Patient Focus Group			And again Oct 2012 To be Completed	
			Ensure the staff are aware of the survey and forms are posted/handed out to patients at the appropriate time	by 10/2012	
	Report on the findings of the patient survey to the practice team and patient focus group	Practice Manager		02/2012 Following year by 02/2013	

	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 31/03/2012 And following year by 31/03/2013	√
	Post the results of the patient survey and action plan onto the patient notice boards and website	Practice Manager		Before 31/03/2012 And again by 31/03/2013	√
Monitor patient waiting times	Through patient suggestions/complaints and appointment system	Practice staff	Continuous monitoring	31/03/2012 and again in 2013	
Monitor telephone access and consider extra telephone line	Explore areas where improvements can be made to achieve better telephone access		Continuous monitoring	31/05/2012	
Installation of a new telephone system and revert to 01843 number	In full discussion with the Practitioners, staff and patient focus group		Telephone suppliers	30/04/2012	

Monitor appointment system	To try to match capacity meeting demand	Office Manager Practice Manager		09/2011 And again by 09/2012	√
Consider increasing pre-booked appointments	To match demand	In full agreement with practitioners, staff and patient focus group		31/05/2012	
Collect additional information on patient experience younger persons	Devise questionnaires in agreement with the patient focus group	Practice Manager Patient focus group	Research/utilise questionnaires already devised by others to help develop our own questionnaires	31/05/2012	
	Collate the results of the surveys and consult with a patient group on the findings	Senior Practice nurse Maggie Seager Michelle Gossett	Set up spread sheets ready to report data	31/03/2011	Staff
	Address any areas of weakness add to actions	Clinical team		31/03/2011	stationery

**Explore possibility
New Practice
Premises**

Work with the PCT,
Commissioning Group
Local Council and
Developers to find an
appropriate site

Practice Manager

Partners, Staff and
Patient focus
group, Patients

And ongoing
until premises
found

**Explore the
possibility of having
yellow lines/or
ambulance bay
outside of practice
premises**

Through discussion with
Local Council,
Practitioners, staff, patient
focus group, patients,
local residents

Practice Manager

09/2012

Information of Actions

**As at
14/03/2012**

YOU SAID

WE DID

THE OUTCOME WAS

You wanted
the practice telephone
number to revert back
to a local 01843
number

Listened to your request

We are going to revert to the 01843 telephone
when we change our telephone supplier in May 2012

You wanted the practice
open from 08.00 am

Listened to your request

As from the 1st April the practice will open from
from 08.00 am

You wanted us to utilise
The patient call board
To inform patients if
The Practitioners is
Running late

Listened to your request

We utilise the patient call board to notify patients
if the practitioner is running late

You wanted us to text
Patients informing them if
There is a delay in
Appointment times

We listened to your request

This is something that we have
considered but have found it to be
unmanageable, however we do send
reminders about appointments via
the text messaging system

You wanted us to consider
Increasing the amount of
Pre-booked appointments

We listened to your request

We are going to monitor and evaluate
appointment system again to see if
there is a possibility of increasing
the amount of pre-booked appointments

You wanted us to consider
Having yellow lines outside
The practice premise

We listened to your request

We are going to explore the possibility
with the local council