

PATIENT PARTICIPATION ACTION PLAN 01/04/2013 – 31/03/2015 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	08/08/2013	√
	In agreement with the Patient Focus Group		Ensure the staff are aware of the survey and forms are handed out to patients at the appropriate time	And again July 2014 To be Completed By 09/2013 And again 09/2014	√
	Report on the findings of the patient survey to the practice team and patient focus group	Practice Manager		10/2013	
				Following year by 10/2014	√

	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 31/03/2014 And following year by 31/03/2015
	Post the results of the patient survey and action plan onto the patient notice boards and website	Practice Manager		Before 31/03/2014 And again by 31/03/2015
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	28/02/2014 and again in 2015
Monitor appointment system	To try to match capacity meeting demand	Office Manager	Continuous monitoring	01/04/2014 to 30/04/2014

Consider increasing pre-booked appointments

To match demand

Practice Manager

In full agreement with practitioners, staff and patient focus group

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

31/03/2014

Explore possibility Of telephone triage appointments

Explore ways of enhancing this service

In full agreement with the practitioners nursing staff, practice staff

Training and risk assessment

New Practice Premises

Work with Thanet 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 paving the front of the premises

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

Practice Manager
Practitioners

In discussion with the neighbours and TDC

31/03/2015

Installation of baby changing facility

By way of support to patients with babies/ young infants

Practice Manager

Health and safety risk assessment

31/03/2014

Simplify the practice website, improving communication and services available

To improve communication and information for patients

Practice/Office
Manager

In Discussion with the publishers

31/03/2014

Service development

Continue to work with the patient focus group to develop and improve services

Practice Manager

In conjunction with Thanet CCG and Practitioners

Ongoing

INFORMATION OF ACTIONS

YOU SAID

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

You wanted us to improve
Access to appointments

You wanted the practice
To open from 08.00

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

You wanted us to look at
ways of improving waiting
times to see the doctor

WE DID

Listened to your request

Listened to your request

Listened to your request

Listened to your request

Listened to your request

THE OUTCOME WAS

We have reverted our telephone line back to 01843.

We have installed another telephone line for ease of access
and introduced the online appointment booking facility
for patients to book the appointments on line.

Since the 1st April 2012 the practice has opened from
08.00 am.

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

We are exploring ways of improving our patients
wait times.

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 have increased the amount of
pre booked appointments and have introduced
the facility for patients to book their
appointments on line.

You wanted us to consider
Yellow lines outside
The practice premise

We listened to your request

We have explored this with the local council
but unfortunately this has been turned down.
We are however considering paving the front
for staff parking to alleviate the parking congestion.

You wanted us to improve
The ability for patients to speak
To the doctor or nurse over the
Telephone

We listened to your request

We are exploring ways of improving this facility
and consideration for telephone triage.

You would like baby changing

We have listed to your request

We are exploring ways of putting in these facilities.

You would like us to simplify
The practice website

We have listed to your request

We are looking at ways of making the practice website
more user friendly and informative.