

**PATIENT PARTICIPATION ACTION PLAN 02/ 2011 – 31/03/2013 Summary of Goals and Objectives to be achieved**

<b>Area of work to be examined</b>	<b>Tasks to be undertaken</b>	<b>Lead person</b>	<b>Interim measurement</b>	<b>“Finished by” date</b>	<b>completion</b>
<b>Patient Experience</b>	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 07/2011	√
				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	√ √
<b>Monitor patient waiting times</b>	Through patient suggestions/complaints and appointment system	Practice staff	Continuous monitoring	31/03/2012 and again in 2013	√
<b>Monitor telephone access and consider extra telephone line</b>	Explore areas where improvements can be made to achieve better telephone access		Continuous monitoring	31/05/2012	√
<b>Installation of a new telephone system and revert to 01843 number</b>	In full discussion with the Practitioners, staff and patient focus group		Telephone suppliers	30/04/2012	√

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<b>Monitor appointment system</b>	To try to match capacity meeting demand	Office Manager Practice Manager		09/2011 And again by 09/2012	√
<b>Consider increasing pre-booked appointments</b>	To match demand	In full agreement with practitioners, staff and patient focus group		31/05/2012	√
<b>Collect additional information on patient experience younger persons</b>	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	31/03/2013	
	Address any areas of weakness add to actions	Clinical team		31/03/2013	
<b>Explore additional</b>	Explore ways of enhancing	In full agreement with the	Discussion with the practitioners and	31/03/2013	√

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**Appointment times for patients to talk to the practitioners and nurses over the telephone**

this service

practitioners  
nursing staff,  
practice staff

patient focus group

**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 outside  
the practice  
/paving the front of  
the premises**

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

Practice Manager

09/2012 and  
ongoing

√

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## Information of Actions

**As at  
12/03/2012**

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### 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 have reverted our telephone line back to 01843

You wanted us to improve  
Access to appointments

Listened to your request

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

You wanted the practice  
To open from 08.00

Listened to your request

As of 1<sup>st</sup> April 2012 the practice has opened 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 look at ways of improving waiting times to see the doctor

Listened to your request

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 Having yellow lines 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