



Patient Participation Action Plan 2012/2013

Area Identified For Improvement/Change	How will objective be achieved / progress to date	Responsible person / support	Timescale for implementation
<p>Commissioning Introduce PPG group to our local commissioning group</p>	<ul style="list-style-type: none"> • Arrange a meeting with PPG members, all staff and a representative from Kernow Clinical Commissioning Group (KGGC) 	<p>Nikki Deakin (ND) – Practice Manager</p>	<p>May 2013</p>
<p>Appointments at the Practice Internet booking of appointments - 51% of patients surveyed say they would use an on-line booking service</p>	<ul style="list-style-type: none"> • New website has been developed with on-line booking facility • Practice to liaise with supplier to increase knowledge of the software • Discuss with PPG members appointment allocation for on-line booking 	<p>Karen Rowe (KR)– IT Co-ordinator ND KR</p>	<p>Ongoing</p>
<p>Awareness of Clinics <u>Practice staff clinics</u> It was remarkable to see that a high percentage of patients are not aware that the surgery holds COPD, Travel, Aural Care and CHD clinics. <u>Third Party Clinics</u> It was highlighted that patients are unaware that we have the following services provided at the surgery; Addaction, physiotherapy, Pentreath and Outlook South West</p>	<ul style="list-style-type: none"> • Awareness of clinics and providers has been raised by displaying information in the waiting room, practice newsletter and website • An electronic display screen for the waiting room is being installed • Discuss with PPG members information they would like to have displayed 	<p>Practice Staff (PS) KR KR/ND</p>	<p>Completed Ongoing May 2013</p>
<p>Car Parking The survey showed that patients find it easy to park however several comments were made that it was extremely difficult during the</p>	<ul style="list-style-type: none"> • Letters have been written to our local council and MP. • A Petition has been completed 	<p>PPG</p>	<p>Ongoing</p>

summer months when the village has an influx of holiday makers.			
<p>Practice Opening Times 89% of our patients are satisfied with our opening times. 61% are very satisfied, however it was revealing to see that 24% of patients would like to see us open at lunchtime and after 6.30pm which we already provide – therefore we need to raise awareness of our opening times</p>	<ul style="list-style-type: none"> • Awareness of opening times and extended hours have been raised by displaying information in the waiting room, practice newsletter and website • Display times on screen in waiting room • Opening hours have been reviewed and will remain the same at present 	<p>ND/KR</p> <p>KR</p> <p>ND & Partners</p>	<p>Completed</p> <p>April 2013</p> <p>Review – October 2013</p>