

Denton Park Medical Group

ACTION PLAN – PPG GROUP 2014-15

<p>Date: 11.3.15 Present:</p> <p>DW – Diane Wallace – Practice Manager</p> <p>JN – Joanne Nesbitt – Practice Nurse</p> <p>AH -Patient MMc - Patient SMc - Patient BA - Patient SF – Patient</p>	<p>This action plan was agreed by all who attended the meeting.</p>
<p>The survey asked: <i>would you consider joining the PPG? If not tell us why:</i> This question was to try and understand what the barriers may be when trying to recruit to the group. Various answers came about : age, time other commitments, illness, child care issues, too much responsibility. The group discussion was that maybe the times of the meetings were unsuitable for the working, we have discussed the times and days before and agreed that these would rotate/ alternate, evening meetings in the spring/summer when the nights are lighter may attract more people. We could encourage engagement more if we gave them more information about the meetings and explained how much good work has been done by the group, some of the group members felt being part of the group made them feel useful, DW and the practice team would completely agree with this. The group feel that the notice boards in reception/waiting room are very effective and that a display relating to the PPG and the work they do, making it attractive to people by explaining that age is not an issue, the variation in times of the meetings, topics covered etc.</p> <p>ACTION: DW/CB Notice boards of PPG work to be displayed. ACTION COMPLETED: all work done within the PPG is displayed on notice boards in waiting area to encourage a wider representation of our patients</p>	
<p>DW asked the group their thoughts on a Facebook page for the practice. Social media plays a big part in peoples live now and this could be an excellent tool for the practice to reach out to our patients as long as it is tightly managed.</p> <p>Following a quite indepth discussion about facebook the group agreed that facebook could be a good tool for the practice to use. A closed page where we can display health promotion information, cancer campaigns , links to our website etc. we could also use it to get messages across for example: we recently had an issue where our telephone system crashed on a Monday morning and Monday was book on day so a lot of appointments were lost, in</p>	

