## **Denton Park Medical Group**

## ACTION PLAN - PPG GROUP 2014-15

Date: 11.3.15
Present:

DW – Diane Wallace – Practice
Manager

JN – Joanne Nesbitt – Practice Nurse

AH -Patient
MMc - Patient
SMc - Patient
BA - Patient
SF – Patient

The survey asked: would you consider joining the PPG? If not tell us why: 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.

## 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

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.

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

this instance we could have put a message on our face book page with a reminder of our mobile (back up ) phone number to alert our patients of the issue and word would start to get around and not so many appointments would have been wasted.

The group would like to see statistics from surveys on this page we could create mini surveys, we could put on info from our PPG and try and recruit this way and we could promote our online services, there are lots of ideas of info that could go on this page. It was made quite clear from the group that the facebook page should not be left open for anyone to comment.

ACTION DW/CB: set up a closed facebook page for the practice advertise this in reception, on our TV screens, on our website, newsletter and verbally with our patients. Monitor closely and disscuss at next meeting.

ACTION COMPLETED: Facebook page now set up updated weekly with health promotion campaigns and information regarding our practice

Room numbers: the group reported that when you are called for by the clinician in the waiting area the board scrolls across quickly and sometimes its not so clear as to which room you should be going to. Following discussion it was agreed that room numbers should be more visable in the corridor and there should be a clear sign somewhere in reception as to which Clinician is in which room.

ACTION DW: Clearer signage for Clinical rooms. ACTION COMPLETED: New clearer signs in waiting area, indicating which rooms various clinicians are using to enable the patients to find the clinicians room more efficiently.