**Action Plan**

Meeting held: 8th March 2023

**Actions for the PPG**

* **To formulate some ideas as to how to recruit to the VPPG – please send any suggestions to RJ by Friday 31st of March so that we may start recruitment as soon as possible.**
* To come up with some ideas for canvassing patient opinions on matters raised before the next meeting
* To consider what they might like to see on display (in the waiting room and/or TV screen)
* To consider how we might be able to better communicate with people who are not native English-speakers
* To review the revised Terms of Reference, as advised by SW
* To review these minutes for discussion at the next PPG meeting
* To begin to think about how we might approach NHS England/Newcastle City Council for a new premises
* To consider whether they might like to produce a newsletter
* To consider how to recruit more members of the PPG to be inclusive and representative of our diverse patient population
* To consider whether they would like to be featured on the TV screen
* Any proposals for agenda items or ideas to be emailed/communicated to RJ to be added to, or considered at, the next meeting
* To review the "Did not attend" text message wording. Please note that we are limited in text characters and, as such, "appointment" has been shortened to "appt":

**"Our records show that you had an appt on [DATE] but failed to attend. If you think this is incorrect please contact us. Appts at the practice are at a premium with patients waiting up to 3 weeks for routine appts due to current pressures, and your appt could have been used by someone else. Please help us to improve access for all patients, by cancelling via your text reminder if you don't intend to keep the appt."**

**Actions for the Practice**

* Practice Manager to contact the telephone company to enquire whether automatic telephone call appointment reminders could be considered, and report back at the next PPG meeting
* Practice Manager to look into whether appointment reminders could be sent to an email address if a patient does not have a mobile telephone, and report back at the next PPG meeting
* To consider whether an invitation to the PPG or VPPG could be added to the New Patient Questionnaire
* To consider approaching NHS England/Newcastle City council to enquire about getting automatic doors