

William Fisher Medical Centre

Action Plan for 2015/2016

For a full report on the update/outcome for this years Action Plan please see the Minutes of the PPG meeting held on 11.5.16

Patient Priorities / Issues	Comments	Agreed Actions	By Whom	Target date	Date Completion/Comments
Improve Paramedic and Ambulance response times to emergency calls in the Dengie.	The results of the 2013 survey indicated that 'The East of England Ambulance Service NHS Trust ' was not meeting the governments, or, its own response time targets. The PPG has been monitoring the situation and feels it again needs to be highlighted as a point for action.	Request up to date information on response times from September 2014 to End March 2015 for the Dengie, following the introduction of an 24 hour Ambulance and Crew service at Burnham on Crouch from Sep 2014. Continue monitoring until response times improve.	P Davies	on going throughout the year	There have been a number of requests for information under FOI. On 2nd Dec 2015 two representatives from Essex Ambulance attended our meeting and gave us an update as to the changes that had been made. Burnham is now manned 24/7 and the Trust has ring fenced ambulances allocated to the Dengie area so they do not get redeployed elsewhere. Overall response times have improved. Training of additional staff should be completed early in the New Year at which time they should have a full compliment of staff. . .Action: to keep under review
The Virtual Patient Participation Group (VPPG) membership currently stands at 190, which is not large enough, and is also not fully representative of the age demographics of the patient list.	The recent groups efforts to increase the size of VPPG membership have been quite successful. However, to get a reasonable return on any future 'website only' survey, the size of the virtual group needs to be larger. Based upon the most recent survey in March 2014, which was done by contacting the virtual group, and paper questionnaires we estimate that 600 VPPG members are needed to go paperless.	PPG and practice staff to continue using all means to expand the VPPG.		on going throughout the year	Virtual membership has now risen to 273 and is slowly rising. As per the Action Plan, Phil has now created a PPG website and the link for this is included within the practice website. The link will also be promoted through the practice newsletter and the PPG noticeboard. . .In order to increase membership still further the PPG committee is looking to raise awareness through another PPG awareness week. Date to be arranged
Patient concerns as to the impact the proposed local developments will have on the surgery	Concerns have been raised from various quarters as to the impact that any further proposed development will have on the surgery	Send questionnaire out to patients regarding the new proposal Discuss at AGM on 22nd Apr to allow patients to discuss their concerns. Arrange a joint meeting with Burnham PPG and local MP to discuss patients concerns.	P Davies	March 2015 April 2015 .May 2015	At the AGM it was agreed that the PPG would arrange a meeting with the local MP John Wittingale to discuss concerns that any future development in the area will have on the surgery. However, due to the general election this was postponed. . Two of the large proposed developments have been turned down. One went to appeal and was refused, the other is coming up for appeal soon. However, the second development, after many changes to the plan now contains plans for a new Medical Centre that NHS England are supporting.

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Friends an family feedback. Long waits for appointments.	In the three months of Friends and Family Surveys there has only been 1 comment regarding long waits for appointments. It is inevitable that at very busy times it will be difficult to get appointments. This situation can potentially get worse with the large housing developments in the Dengie and in particular in Southminster. The practice is actively monitoring this and is already discussing potential solutions should the situation worsen.	To monitor responses from FFT to see if this is raised as an issue more as patient numbers rise as a result of the new developments	D Morley	review 6 monthly	This was one comment that was received through the FFT treat. The practice manager has been monitoring these responses on a monthly basis and the comment or anything similar has not been repeated. No action was taken
Friends an family feedback. Always running late	In the three months of Friends and Family Surveys there has only been 1 comment regarding lateness. GP's and nurses try to keep pace with appointments. However, they always give the patient the time they need which, according to the majority feedback, is what patients appreciate about this practice. Inevitably this results in delays which can annoy some patients. This will be kept under review and action taken if more patients express their concern on this issue.	To monitor responses from FFT to see if this is raised as an issue more as patient numbers rise as a result of the new developments	D Morley	review 6 monthly	This was one comment that was received through the FFT treat. The practice manager has been monitoring these responses on a monthly basis and the comment or anything similar has not been repeated. No action was taken