

Dalefield Surgery

Action Plan for PPG – October Meeting

*Initials will be used for person/group responsible

Completed Actions

| How Action Originated | Action | Outcome | *Person Responsible | Date Required | Completed |
|------------------------------|--|---|---------------------|----------------|-----------|
| PPG | Query on service at Bolton One, and central booking for diabetes | | MB | Next meeting | |
| PPG | Patient Waiting area chairs | Waiting on responsible person from Property Services | MB | Ongoing | |
| Patient Survey Results | Distributed Self Care Guide for PPG's | Members to read and bring suggestions to next meeting | ALL | Next meeting | |
| Patient Survey Results | To be discussed at next meeting and actions agreed on improving practice service | Relevant areas to be discussed from survey results in December 2013. Action plan for coming year | ALL | Next meeting | |
| Building | Marie to keep PPG updated on rebuild/refurb | Building Business Plan now with National property department. Marie will keep on chasing this | MB | Ongoing | |
| DNA Appointments | Marie to look at ways of advising patients of the cost of patient not attending appointments. | Meeting 12 th June; Discussed that letters appear to be working. | MB | Completed | |
| Patient Contact | Marie to look at other ways of communication to patients | Patients now being contacted by text and e-mail as much as possible. | MB | Up and running | Yes |
| Patient Survey November 2012 | Patient Survey to be given out during the month of November. Results to be taken to next meeting | The patient survey has been completed and analysed. Posted on website. | MB | Next Meeting | Yes |
| 01.02.11 | Patient Access | New Telephone system will be in operation from 1 st May 2012. This will improve access to the surgery. Telephone system in place. Some minor problems which seem to have been sorted. | MB / Partners | In place | Yes |
| | Improved Website | New website for patients with multiple access to patient and practice information. | MB | Up and running | Yes |

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| | | Advertised extensively in Patient Newsletter and on notice board in waiting room. Patients accessing this in greater numbers. | | | |
| Patient Survey Feb 2012 | Advertising Telephone triage | Poster to be created in waiting room and newsletter promoting this service. | MB | Next Meeting | Yes |
| | Waiting times in surgery | Although no member of the PPG seem to have any problems with this, we have noted the waiting time have improved. | MB /PPG | Next Meeting | Yes |
| | self log in for patients for appointments | A system for patients to log themselves into the surgery . Still awaiting installation. When installed this will have an impact on waiting times at reception. The system that is in place is apparently out of date and would cost in excess of £1500 to update. The practice has not to go ahead with this project but to look for alternatives. It may look to revisiting this if the building is rebuilt. | MB | Not going ahead | Yes |
| 01.12.11 Meeting | Ways of communicating with patients other than post. Patient BW volunteered to look into ways of anonymising e-mails | BW had researched ways in anonymising e-mails. Details given to Marie. | BW | | Yes |
| 01.12.11 | Pharmacy opening late on evening practice was | Marie had spoken to the Head Pharmacist at Pharmavon. Whilst opening late night is something that they would look at if the centre is rebuilt it had been found that the majority of patients who attended late evening surgery did not use Pharmavon. Tony is more than willing to set up a scheme whereby the patient can either post the prescription through the door to be collected the next day or left with Dalefield receptionist and a member of his staff will collect | LL/MB | | Yes |

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| | | the following morning for process. | | | |
| 01.12.11 | Area for children to play in/purchasing of toys | <p>Due to Infection Control it was found not appropriate for this to be continued. Previous play area was found to be disruptive to other patients.</p> <p>Carol brought to the meeting a newspaper article relating to a member of the public launching an appeal for new toys for a ward at RBH and queried regarding infection control.</p> <p>After discussion it was agreed that infection control was more controllable on a ward setting than in a surgery waiting room. A compromise was agreed that the surgery would provide suitable books for younger children in the waiting room.</p> | LL/MB | | Yes |
| 01.02.11 | Patient Access | <p>New Telephone system will be in operation from 1st May 2012. This will improve access to the surgery.</p> <p>Telephone system in place. Some minor problems which seem to have been sorted.</p> | MB / Partners | In place | Yes |
| | Improved Website | <p>New website for patients with multiple access to patient and practice information.</p> <p>Advertised extensively in Patient Newsletter and on notice board in waiting room. Patients accessing this in greater numbers.</p> | MB | Up and running | Yes |