

SADDLEWORTH MEDICAL PRACTICE PATIENT PARTICIPATION GROUP (P.P.G.)

ACTION PLAN 2016

No.	TASK	Linked With	Person(s) Responsible	Date By
1	The P.P.G. looks at better and increased ways of communicating with patients.		Practice and P.P.G.	Ongoing
2	The P.P.G. plays its part in keeping the website up to date by making constructive comments		Carole Cressey and Vicki	Ongoing
3	The Practice re-invests in a T.V. in the waiting area at Uppermill. To include a flowing bottom line.	No.1	Practice	FRNM 13.7.16
4	The Practice works closely with the P.P.G. to consider all aspects of dementia		P.P.G.& Practice - Joyce Brown to lead	Ongoing
5	The P.P.G. notes relevant issues presented by the National Association for Patient Participation and keeps the P.P.G. informed about any action deemed appropriate.	No.1	To be determined	Ongoing
6	Doctors look at instances to increase the use of the 'Local Link' for patients who are in danger of being confined to their home unnecessarily.	No.5	Doctors	Ongoing
7	Newsletter continues production. Better distribution is constantly sought and all editions to include a Youth Page compiled by pupils from Saddleworth School	No.1	Nicky Collins, Vicki, Sue Palfrey and P.P.G.	Ongoing
8	P.P.G. continues involvement with Friends and Family reports and additionally with anonymised non-clinical observations/complaints. The P.P.G. to examine these and make recommendations to the Practice after discussion at meetings.	.	Caroline Wallis, Practice and P.P.G	Ongoing
9	The P.P.G. takes an active part in the Care Quality Commission Inspection		All P.P.G.	By 31.3.16

10	A member of the P.P.G. participates in the Patient Online Service Plan modifications. This includes online booking service.	No.1	Vicki with nominated member of the P.P.G.	Summer 2016
11	The P.P.G. liaises with other P.P.Gs to extend knowledge of best practice amongst P.P.Gs	All	Chair to reports on Mark Drury meetings	From 10.2.16
12	A member of the P.P.G. takes responsibility for working with the Practice in encouraging patients to self-care. This to include any extension possible to the work of the Clinical Pharmacist and the Community Matron who have done much to relieve doctors of work. The P.P.G. with the Practice will look at ways in which this can be achieved more. This includes not just doctors but the whole Practice staff group.	No.6	Practice and P.P.G. member	Ongoing
