

PATIENT PARTICIPATION GROUP

ACTION PLAN

Date of Meeting 6th September 2022



Title and Action	Action Owner	Timeframe for Completion	Status
<u>Previous Meeting Actions</u> <ul style="list-style-type: none">• DNA rates to be shared on an ongoing basis to try to reduce unnecessary non-attendance• Admin Patient Contact Audit postponed due to staff shortages.	Kingsleigh Jan	Jan 2023 Postponed	
<u>HACE Survey</u> <ul style="list-style-type: none">• Share nursing video to social media/ website/ waiting room• Advertise practice clinics/ services in waiting room and social media• Consider a video of our aligned healthcare team describing their roles	Kingsleigh Angeline/Kingsleigh Jan	Sep 2022 Oct 2022 Dec 2022	
<u>Online Services</u> <ul style="list-style-type: none">• Continue liaison with Vision/ IT re provision of online appointment booking	Jan	Rolling Project	
<u>Telephone Consultation Research Project</u> <ul style="list-style-type: none">• Glasgow University results to be shared when available	Jan	Summer 2023	

<p><u>Screening</u></p> <ul style="list-style-type: none"> • Continue to share details of eligibility for screening programs through our usual channels • Check when our patients are next due to be invited for screening and share the telephone number for self-referral in the meantime – November 2022 • Send information to women on their 50th birthday about the next planned screening date as we did previously 	<p>Angeline</p> <p>Angeline</p> <p>Jan</p>	<p>Ongoing</p> <p>Sep 2022</p> <p>2023</p>	<p>Complete</p>
<p><u>Community Acute Respiratory Infection Surveillance Program</u></p> <ul style="list-style-type: none"> • The Practice will continue to encourage this surveillance program on behalf of Public Health Scotland, and promote in our waiting room, website and social media pages 	<p>Angeline</p>	<p>Sep 2022</p>	
<p><u>Any Other Business</u></p> <ul style="list-style-type: none"> • Patient Call System - review the volume of the waiting room patient call system • Menopause Advice – contact Dumfries House Health and Wellbeing Centre for a program update. Report back to the Barns clinical team and circulate details of the program if appropriate • Micro-Suctioning of Ear Wax – promote this new service to our patient group on our website, waiting room and social media channels 	<p>Angeline</p> <p>Jan</p> <p>Angeline</p>	<p>Sep 2022</p> <p>Dec 2022</p> <p>Sep 2022</p>	<p>Complete</p>