

## PATIENT PARTICIPATON GROUP

### ACTION PLAN

Date of Meeting – Tuesday 21 October 2014



<u>Meeting Date</u>	<u>Title &amp; Action</u>	<u>Action Owner</u>	<u>Timeframe for completion</u>	<u>Status</u>
21/10/14	<b>Waiting Room</b> <ul style="list-style-type: none"> <li>Practice to investigate with waiting room call provider the ability to improve noise and run appropriate health promotion videos or background music.</li> <li>Contact Adult Learning Centre for advice on what support we could offer for those with literacy needs</li> </ul>	Jan Jan	Feb 2015 Feb 2015	
21/10/14	<b>Telephone Access</b> <ul style="list-style-type: none"> <li>Arrange patient representation at the telephone system demonstration.</li> <li>Alter letters inviting patients to make contact, to do so in the afternoon where possible</li> </ul>	Jan Jan	12 Nov 2014 Feb 2015	
21/10/14	<b>Appointments</b> <ul style="list-style-type: none"> <li>Monitor advance booking of nurse appointments; and ensure nursing team know that appointments are available to book 12 weeks ahead so they can advise patients as appropriate</li> <li>Practice to record type of letters sent to those who had failed to attend ie first, second or third letter so this can be audited</li> <li>Investigate with MJOG the text back service which encourages patients to text if unable to attend, but also states "NHS No Reply"</li> <li>Advertise more widely the use of Practice Mailbox for cancelling appointments</li> </ul>	Aileen Jan Jan Aileen	Feb 2015 Feb 2015 Feb 2015 Feb 2015	
21/10/14	<b>Online Prescription Requests</b> <ul style="list-style-type: none"> <li>Provide instructions on how to do this within the Repeat</li> </ul>			

	<p>Prescription leaflet and in the next Practice Newsletter</p> <ul style="list-style-type: none"> <li>• Test the new instructions with a PPG member</li> <li>• Contact Adult Learning Centres and Local Libraries to discuss sharing instructions on Practice online services</li> </ul>	<p>Angeline Angeline Jan</p>	<p>30 Nov 2014 Feb 2015 Feb 2015</p>	
21/10/14	<p><b>Share PPG Views with the Wider Population</b></p> <ul style="list-style-type: none"> <li>• Consider moving the “Patient Voice” to a more accessible area</li> <li>• Provide a hard copy of the information for patients who do not have time to wait or read the display</li> <li>• Email the collated information to all patients for whom we hold email addresses</li> </ul>	<p>Aileen  Angeline  Angeline</p>	<p>30 Nov 2014  30 Nov 2014  30 Nov 2014</p>	
21/10/14	<p><b>Patient Information Leaflet – 48 Hour Access Appointments</b></p> <ul style="list-style-type: none"> <li>• Update the leaflet, share with members of the PPG for final approval prior to circulation</li> </ul>	<p>Jan</p>	<p>30 Nov 2014</p>	
21/10/14	<p><b>Practice Website</b></p> <ul style="list-style-type: none"> <li>• Contact website provider to make changes and ask about the further developments</li> <li>• Discuss with GPs the suggestion they share information on any specialist areas of medical interest</li> <li>• Add link providing up to date information on the Ebola outbreak</li> </ul>	<p>Jan  Jan  Jan</p>	<p>30 Nov 2014  30 Nov 2014  30 Nov 2014</p>	
21/10/14	<p><b>Winter Newsletter Design</b></p> <ul style="list-style-type: none"> <li>• Draft Winter Newsletter, including suggestions offered, and share with PPG for final approval prior to circulation</li> </ul>	<p>Angeline</p>	<p>30 Nov 2014</p>	
21/10/14	<p><b>Flu Vaccinations 2014/15</b></p> <ul style="list-style-type: none"> <li>• Review Practice correspondence regarding flu and where possible use the word “influenza” rather than “flu”</li> </ul>	<p>Jan</p>	<p>Sept 2015</p>	
21/10/14	<p><b>Practice Leaflet</b></p> <ul style="list-style-type: none"> <li>• Remove details of Heathfield Hospital</li> </ul>	<p>Angeline</p>	<p>30 Nov 2014</p>	
21/10/14	<p><b>Health and Safety Training</b></p> <ul style="list-style-type: none"> <li>• Contact Violence and Aggression trainer for practical learning session for staff</li> </ul>	<p>Pat/Jan</p>	<p>Feb 2015</p>	