PATIENT PARTICIPATON GROUP

ACTION PLAN

Date of Meeting - Tuesday 21 October 2014



Meeting Date	Title & Action	Action Owner	Timeframe for completion	<u>Status</u>
21/10/14	 Waiting Room Practice to investigate with waiting room call provider the ability to improve noise and run appropriate health promotion videos or background music. 	Jan	Feb 2015	
	 Contact Adult Learning Centre for advice on what support we could offer for those with literacy needs 	Jan	Feb 2015	
21/10/14	Telephone Access			
	 Arrange patient representation at the telephone system demonstration. 	Jan	12 Nov 2014	
	Alter letters inviting patients to make contact, to do so in the afternoon where possible	Jan	Feb 2015	
21/10/14	Appointments			
	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	Aileen	Feb 2015	
	Practice to record type of letters sent to those who had failed to attend ie first, second or third letter so this can	Jan	Feb 2015	
	 be audited Investigate with MJOG the text back service which encourages patients to text if unable to attend, but also states "NHS No Reply" 	Jan	Feb 2015	
	Advertise more widely the use of Practice Mailbox for cancelling appointments	Aileen	Feb 2015	
21/10/14	 Online Prescription Requests Provide instructions on how to do this within the Repeat 			

Prescription leaflet and in the next Practice Newsletter • Test the new instructions with a PPG member • Contact Adult Learning Centres and Local Libraries to discuss sharing instructions on Practice online services 21/10/14 Share PPG Views with the Wider Population • Consider moving the "Patient Voice" to a more accessible area • Provide a hard copy of the information for patients who do not have time to wait or read the display • Email the collated information to all patients for whom we hold email addresses 21/10/14 Patient Information Leaflet – 48 Hour Access Appointments • Update the leaflet, share with members of the PPG for final approval prior to circulation 21/10/14 Practice Website • Contact website provider to make changes and ask about the further developments • Discuss with GPs the suggestion they share information on any specialist areas of medical interest • Add link providing up to date information on the Ebola outbreak 21/10/14 Winter Newsletter Design • Draft Winter Newsletter, including suggestions offered, and share with PPG for final approval prior to circulation 21/10/14 Flu Vaccinations 2014/15 • Review Practice correspondence regarding flu and where possible use the word "influenza" rather than "flu" 21/10/14 Practice Leaflet • Remove details of Heathfield Hospital Health and Safety Training • Contact Violence and Aggression trainer for practical learning session for staff Learning session for staff Angeline 30 Nov 2014 Angeline 30 Nov 2014				
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