

**PATIENT PARTICIPATION GROUP**

**ACTION PLAN**

**Date of Meeting 5 March 2024**



<b><u>Title and Action</u></b>	<b><u>Action Owner</u></b>	<b><u>Timeframe for Completion</u></b>	<b><u>Status</u></b>
<p><b><u>Previous Meeting Actions</u></b></p> <ul style="list-style-type: none"> <li>• Online Services – Coming soon!</li> <li>• Dementia Friendly Practice – text to 2 numbers</li> <li>• Prescription Management                             <ul style="list-style-type: none"> <li>○ Counterfoil messages – reinstated</li> <li>○ Display waste and medication cost information</li> </ul> </li> <li>• Patient call system volume</li> <li>• HACE results – display/ post on social media</li> <li>• Results protocol – further promotion</li> </ul>	<p>Jan Jan</p> <p>Angeline Angeline Reception Team Angeline Angeline</p>	<p>Rolling Rolling</p> <p>Rolling</p> <p>June 2024 April 2024</p>	<p>Complete Complete</p>
<p><b><u>Appointments Management</u></b></p> <ul style="list-style-type: none"> <li>• Pre-bookable routine appointments</li> <li>• 5 minute blood appointments</li> <li>• 10 minute emergency appointments (Under5s, ear ache, abdominal pain)</li> <li>• Failure to attend</li> <li>• Failure to connect call – review current booking protocol, consider text reminder for telephone calls</li> </ul>	<p>Practice Team Practice Team</p> <p>Practice Team Practice Team Practice Team</p>	<p>March 2024 March 2024 March 2024</p> <p>Rolling Rolling</p>	<p>Complete Complete Complete</p>

<b><u>GP Access Principles</u></b> <ul style="list-style-type: none"> <li>• Share team videos to social media again</li> <li>• Find supported format for videos to be shared to website and waiting room TVs</li> </ul>	Angeline Angeline	April 2024 April 2024	
<b><u>Young Carers</u></b> <ul style="list-style-type: none"> <li>• Promote identification of carers for recording and referral</li> </ul>	Practice Team	Rolling	
<b><u>Holly Health App</u></b> <ul style="list-style-type: none"> <li>• Advertise in waiting room/ promote on website/ social media</li> </ul>	Kingsleigh/ Angeline	Ongoing	
<b><u>Patient Contact Details</u></b> <ul style="list-style-type: none"> <li>• Encourage teenagers to add their own mobile numbers to records for text reminders, health promotion etc.</li> <li>• Promote awareness of young people's rights to confidential healthcare</li> </ul>	Practice Team  Angeline/ Kingsleigh	Rolling  May 2024	
<b><u>Cervical Screening</u></b> <ul style="list-style-type: none"> <li>• Promote screening in waiting room/ social media</li> <li>• Opportunistic testing/ advice</li> </ul>	Angeline/ Kingsleigh Clinical Team	Ongoing  Ongoing	
<b><u>Any Other Business</u></b> <ul style="list-style-type: none"> <li>• Automatic door, waiting room. Floor marker for allowing door to open.</li> </ul>	Kingsleigh	March 2024	

<ul style="list-style-type: none"><li>• MMR booster – investigate possibility of need due to rise in measles cases.</li><li>• Disabled access – You Said, We Did promotion on social media/ waiting room for new electronic doors/ ramp</li></ul>	Jan Kingsleigh	April 2024 April 2024	
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