

## PATIENT PARTICIPATION GROUP

### ACTION PLAN

Date of Meeting 5 Sept 2023



<u>Title and Action</u>	<u>Action Owner</u>	<u>Timeframe for Completion</u>	<u>Status</u>
<b><u>Previous Meeting Actions</u></b> <ul style="list-style-type: none"><li>• Online Services – Liaison between Practice A&amp;A IT Security and Service provider continues.</li><li>• Acknowledgement of prescription requests</li><li>• Veteran Recognition Scheme</li></ul>	Jan  Jan Practice Team	Rolling  Rolling Ongoing	
<b><u>Dementia Friendly Practice</u></b> <ul style="list-style-type: none"><li>• Contact messaging provider re possibility of texts to two numbers</li></ul>	Jan	Sept 2023	Complete
<b><u>Prescription Management</u></b> <ul style="list-style-type: none"><li>• Display poster of NHS medicine costs</li><li>• Display medicine wastage campaign</li><li>• Reinstate counterfoil messages for holiday/ training dates etc.</li></ul>	Angeline Angeline Prescription Team	Nov 2023 Nov 2023 Ongoing	
<b><u>Any Other Business</u></b> <ul style="list-style-type: none"><li>• Monitor volume of patient call system</li><li>• HACE Survey to be promoted on social media</li></ul>	Reception Team Angeline	Ongoing October 2023	

<ul style="list-style-type: none"><li>Promote results protocol on social media and waiting room</li></ul>	Angeline	October 2023	
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