

Patient Participation Group Action Plan: January – December 2017

Item	Action Points	Outcome	Next Steps
Waiting Room Display Screen	The plan to install a larger screen has been superseded and it has been agreed to install a smaller screen as opting for the larger screen would reduce the seating area. Update: PIS up and running.	Screen up and running and has received positive feedback.	Review in March the possible purchase of a second screen. Carry forward to 2018 and review.
Community Communications	Comprehensive list of contacts to be compiled to disseminate future health-related communications such as Newsletters. Provide articles of interest to community magazines within Practice catchment to publicise work of the PPG, Practice news, health-education messages and local NHS news.	Burwell's community noticeboard based at Pocock & Shaw's in Burwill has been added to our database.	Continue to update database and review methods of communication. . Carry forward to 2018 and review.
Reduced Missed Appointments	SystemOnline is helping to reduce missed appointments, although the Practice welcome ideas on how to continue to improve this area. No meaningful data shows frequent offenders.	'Missed appointments' were reduced for December-January period.	Continue to monitor. . Carry forward to 2018 and review.
New Working Hours : 2017/2020	Phased-in new working hours being October 2017 and March 2018.	The coordination of additional extended hours are being managed by the GP Federation.	Due to the subject matter, updates will be provided to all on an as and when basis. . Carry forward to 2018 and

			review.
Mandatory Reviews: Review method of conduct for specific clinics/reviews, i.e. medication, asthma, smoking	The Partners at Burwell Surgery to review.	Ongoing	Ongoing
Self-care: promote self-care awareness within the Practice, i.e. availability of mobile BP monitoring unit.	<p>Quotations sought for a mobile blood pressure and height and weight monitoring unit.</p> <p>Work closely with Schools within catchment area to increase health-education awareness to teenagers i.e. appropriate screening and vaccinations available.</p> <p>Raise awareness for parents of young children i.e., parents of young children, i.e. age appropriate self-care local support groups, first-stop is not always GP.</p>	<p>Quotes received are high. As no evidence suggesting benefits to all, it was agreed to review.</p> <p>Information available at Surgery, website, local publications has increased.</p>	<p>Review as necessary. . Carry forward to 2018 and review.</p> <p>Ongoing.</p>
Minor Injuries Unit: Continue to review ongoing consultations and play an active part of influencing how the new local-health system will look	Proposal to pilot MIUs, these MIUs will be known as Local Urgent Care Service (LUCs) Hubs from Spring 2017. North Cams Hospital, Wisbech, Doddington Hospital and the Princess of Wales (Ely) will all take part in the scheme.	Ongoing updates via PPG meetings.	Ongoing Carry forward to 2018 and review.
GP Practices working together:	Burwell Surgery are part of the Cambridgeshire-based GP Federation. The name for this Federation is: Cambs GP Network Limited.		Ongoing. . Carry forward to 2018 and review.

<p>Meetings: Invite key stakeholders to attend two PPG meetings in 2017. March, member of the CCG to discuss local MIUs and other changes within our local health-system September:</p>	<p>The CCG Board has a Patient Reference Group (PRG). Members of PPGs will be invited to participate. The focus of the PRG is on providing an independent view of the work of the CCG. It helps to ensure that, in all aspects of the CCG's business, the public voice of the local population is heard.</p>	<p>Feedback from the IoE Patients' Forum indicates these meetings are not well attended. It was agreed to keep this as an action point and review as and when.</p>	<p>Ongoing. . Carry forward to 2018 and review.</p>
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Prepared: March 2017

Updated: October 2017

Updated January 2018