

Patient Participation Group Action Plan: March 2016 – December 2016

Item	Action Points	Outcome	Next Steps
Waiting Room Display Screen	Further models have been explored by the Practice; the favoured model is to mirror the display screen used by the Post Office	Pending approval of spend at next Partners meeting (April 2016)	Await outcome
Social Media	Comprehensive list of contacts to be compiled to disseminate future health-related communications such as Newsletters	Initial list shared gain approval	Continue to add community-led networks
Reduced Missed Appointments	SystmOnline is helping to reduce missed appointments, although the Practice welcome ideas on how to continue to improve this area	The Practice continue to manage frequent offenders on an individual basis	Look at past data to see if pattern emerges, i.e. age group.
Contacting the Surgery	Reports from variety of sources indicate it can sometimes be difficult to contact the Practice via telephone	Variation can be due to day of the week, i.e. Monday mornings are extremely busy	EE to conduct audit of nature of calls during the week
Community Groups	Continued support from the Day Centre and other community Groups	Member of the Day Centre has joined the PPG.	Continue to work closely with all. Ongoing
New Working Hours : 2017/2020	Agreed to include specific questions relating to this Programme in Patient Survey	Draft survey circulated amended.	Circulate widely mid-April
Telephone	Review decision to block outgoing calls from the Practice	Number identified to unblock outgoing calls if required. Initial problems	Review next meeting

		appear to be resolved	
New Signage for Car Park	It was agreed to use the space marked for ambulance parking only as a drop off point. Amend signage.	Burwell Print has been commissioned.	Expected delivery week commencing 21.3
Maintenance works to improve the Practice's facilities	New flooring Additional lighting to car park Seating area	Flooring completed. Maintenance/improvements to the Practice continue	Ongoing work during 2016/17
Frequency of PPG meetings	To review frequency of meetings	Agreed to meet every 4 months	EE to schedule dates for remainder of 2016

Prepared: March 2016

Updated: May 2016