

PATIENT PARTICIPATION GROUP

ACTION PLAN 2013/2014

Updated re Completed Actions 20.03.2015

Priority Improvement Area	Proposed Action	Responsible person	Timescale	Date completed
Car Parking, Waiting Room, Privacy etc.	Awaiting feedback from the Local Area Team from OBC regarding new premises submitted February 2013.	Dr J Ashton	Dependent on the Local Area Team	Ongoing
Minor Injuries and Extended Hours display	Draft posters already typed up and forwarded to Marie McGahey, Specialist Services Division, Notts Healthcare for additional assistance in respect of pictures etc.	Dr M Folman/Practice Manager	30.06.2014	Review posters and information 31.03.2015
On-line Appointment booking	Promote further in-house and on the website	Practice Manager	30.06.2014	Promoted via the website. Review posters
Availability of appointments	Continually review number of appointments offered. Potential increase with new partner in July	GPs	Ongoing	Ongoing
New patient documentation	Review and update. At present these are very cumbersome with numerous consent forms – the Practice plan to reduce all the various consent forms into one form.	Practice Manager/Office Manager	30.06.2014	Reviewed and updated.
Customer Services Training	Discussions with training companies for update training.	Practice Manager/Office Manager	Arranged for 14.05.14	All staff had training plus additional training on 11.03.2015
Telephones	Ongoing discussions with telephone company – also tied into replacing with a new system when new premises built.	Dr M Folman/Practice Manager	Ongoing	System reviewed and new system purchased.
PPG Promotion	Look at different ways to promote the PRG more e.g. newsletters, website, leaflets. Target younger groups and ethnic minorities.	PPG/Practice Manager	Over next 6 months	Keep reviewing with PPG

