

PATIENT PARTICIPATION GROUP

ACTION PLAN 2014/2015

Priority Improvement Area	Proposed Action	Responsible person	Timescale	Date completed
Car Parking, Premises, Privacy etc.	<ul style="list-style-type: none"> - Awaiting feedback from the Local Area Team from OBC regarding new premises submitted February 2013. - Improve car parking for disabled. - Improve main doors. - Improve seating arrangements in surgery. 	Dr J Ashton	Dependent on the Local Area Team	Ongoing. - Car Parking has been altered to allow disabled parking bay. - 'Push button' automatic doors installed on the main entrance. - New 'wipe clean' chairs purchased for the waiting room and the rest of the building in line with infection control
Minor Injuries and Extended Hours display	<ul style="list-style-type: none"> - Posters already displayed with the help of Marie McGahey, Specialist Services Division, Notts Healthcare in respect of pictures etc. Agreed to review display and update. - Update Practice website and Practice Leaflets 	Dr M Folman/Practice Manager	30.06.2015 31.07.2015	
Telephones and confidentiality	<ul style="list-style-type: none"> - Update telephone system. - Move telephone system out of main reception into different room. - Audit busy times on the telephone and staff cover. - Move telephone off front reception desk. - Incorporate article in PPG Newsletter. 	Practice Manager/Office Manager	31.12.2014 31.12.2014 30.06.2015 31.12.2014 30.06.2015	Completed. Completed. Completed.
PPG Promotion	<ul style="list-style-type: none"> - Look at different ways to promote the PRG more e.g. newsletters, website, leaflets. Target younger groups and ethnic minorities. 	PPG/Practice Manager	Ongoing	Keep reviewing with PPG