

Action Plan for Grovelands, Grenoble & Natal Road Surgeries F85072

Patient Practice Participation Group Action Plan.

Green - completed		Amber – partially completed/in progress		Red – deadline breached		
Ref	Issue	Proposed Action	Responsible Lead	Proposed completion date	Actual Completion date	Comments
1	Patients complaints re: Phone access to Practices	<ul style="list-style-type: none"> To consider solutions to this issue - as practice and PPG group members. Cost potential options. Consult with practice staff/PPG Implement system/solution Staff training 	Dr Bhagat, practice staff in conjunction with PPG	???		<ul style="list-style-type: none"> This issue has been resolved with the implementation of the new phone system. This a 3 site solution which uses fibre broadband to allow call hunting to happen across 3 sites. This should reduce waiting times on phones. We will monitor this. This outcome will be published on our website along with this plan and in the waiting rooms
2	Engagement and involvement with	<ul style="list-style-type: none"> Brain storm with PPG members how best this can 	Dr Bhagat, practice staff in	? December	18 th April 2015	<ul style="list-style-type: none"> Date for the event agreed ✓

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	patients across the three practices	<p>be achieved.</p> <ul style="list-style-type: none"> Identify best solution from list of brainstorming. Brain storming identified hold an annual event to which practice patients are invited. Invite Guest Speaker and have practice staff available Regular updates on Practice notice boards 	conjunction with PPG	2014		<ul style="list-style-type: none"> Venue booked ✓ Topic for discussion identified- Mental Health ✓ Speaker has been identified- Dr Helmi Van Luer Invitations to be designed & agreed with PPG – discussed and being progressed Invitations to given to patients attending practice Identify practice staff member to collect and collate responses to invite Identify budget & source refreshments ✓
3	Management of Information and Communication	<ul style="list-style-type: none"> Maintain the existing established PPG meetings. Minutes of PPG meetings to be posted on website thus available to as many patients as possible. 	Dr Bhagat, practice staff in conjunction with PPG	On-going		<ul style="list-style-type: none"> A number of initiatives are already in place to address this issue. Photos and profile of PPG members completed

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		<ul style="list-style-type: none"> • Maintain attendance at the larger Clinical Commissioning Groups (CCG) PPG meetings/events– this is a conduit for both receiving Information as well as sharing information from established groups. • The Practice will look to improve and re-energise its website and in house TV - Using this then as a means of both educating and communicating with Patients • Establish an information sharing medium- i.e. newsletter • A PPG notice board has been discussed this will have photographs of the 				<ul style="list-style-type: none"> • staff photos pending • Finalise current work on the practice newsletter by 30th April 2015 • Website has been updated

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		PPG members and practice staff as well as their job profiles.				
4	Acting on feedback- (Positive as well as negative) regarding practice team.	<ul style="list-style-type: none"> • Discuss at PPG meetings any feedback received via website/face to face, suggestion box, family and friends test. • Identify trends • Discuss with Practice manager / GPs • ???Training • Instigate 	Dr Bhagat, practice staff in conjunction with PPG	ASAP by practice team if identified as urgent issue.	Ongoing	<ul style="list-style-type: none"> • Feedback on the practice via different sources is been discussed at the PPG meeting. • Work in progress in relation to this (all reception staff meeting). • Instigate customer care training for reception staff
5	Improve patient experience with the surgery	<ul style="list-style-type: none"> • Feedback slips on Family and Friends test • IT solution for Family and Friends test • “ you said we did” both on website and notice boards • 	Dr Bhagat, practice staff in conjunction with PPG	Ongoing		<ul style="list-style-type: none"> • Feedback slips are handed out to patients to complete and return following consultation • IPAD - in place at Groveland’s as well as Grenoble Practice. •

Details of revisions			
Version 1			
Version 2			
Version 3			