

July 2016

Action Plan for Grovelands, Grenoble & Natal Road Surgeries.

Patient Practice Participation Group Action Plan.

Green - completed	Amber – partially completed/in progress	Red – deadline breached
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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		April 2015	<ul style="list-style-type: none"> Issue resolved with implementation of new phone system linking three practice locations.
2	Engagement and involvement with patients across the three practices	<ul style="list-style-type: none"> Brain storm with PPG identified hold an annual event to which practice patients are invited. Invite Guest Speaker and have practice staff available 	Dr Bhagat, practice staff in conjunction with PPG		18 th April 2015	<ul style="list-style-type: none"> Event successfully delivered but attendance disappointing
3	Management of Information and	<ul style="list-style-type: none"> Maintain the existing established PPG 	Dr Bhagat, practice staff in	On-going		<ul style="list-style-type: none"> A number of initiatives are already in place to

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	Communication	<p>meetings.</p> <ul style="list-style-type: none"> • Minutes of PPG meetings to be posted on website thus available to as many patients as possible. • Maintain attendance at the larger Clinical Commissioning Groups (CCG) PPG meetings/events– as a conduit for receiving Information and sharing information with other groups. • The Practice will look to improve and re-energise its website and in house TV - as a means of educating and communicating with Patients • Establish an information sharing medium- i.e. newsletter • A PPG notice board has been discussed this will 	conjunction with PPG			<p>address this issue.</p> <ul style="list-style-type: none"> • Photos and profile of PPG members completed • staff photos pending • Finalise current work on the practice newsletter by 30th April 2015 • Website has been updated

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		have photographs of the 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 Grovelands as well as Grenoble Practice.
6	Engage and communicate with patients	<ul style="list-style-type: none"> • Promote membership of the PPG • Develop patient 	Dr Bhagat, practice staff in conjunction with			<ul style="list-style-type: none"> • Recruitment drive linked to Flu clinics Oct 2015

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		reference /virtual groups for members who can't make face to face meetings and involve them through newsletters, surveys etc <ul style="list-style-type: none"> • Encourage people from other backgrounds to join the PPG • ? Advertise PPGs through Enfield Voluntary Action (EVA) 	PPG			<ul style="list-style-type: none"> • Clinicians recommend membership to patients where appropriate • Collaborate with neighbouring practices to hold public meetings on health issues
7	Help Practice to improve its service	<ul style="list-style-type: none"> • Conduct patient surveys and use feedback to develop new and improved services • Utilize data from practice disease registers to improve services • Collect information on services and patients communication needs to improve accessibility • Consider more effective ways to carry out survey – e.g. on-line, via an app. 	Dr Bhagat, practice staff in conjunction with PPG			<ul style="list-style-type: none"> • SW preparing draft survey for discussion (July 2016)

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		<ul style="list-style-type: none"> • Develop a fresh set of survey questions to reflect local circumstances • Improve seating in waiting rooms by providing some higher sitting chairs 				
8	Empowering patients to have a voice	<ul style="list-style-type: none"> • PPG to develop patient survey and use feedback to develop new and improved services • Collect information on specific health issues to improve services • Collect information on services and patients communication needs to improve accessibility • Work towards PPG representative of practice demographics • Consider meeting at different times and alternative venues • Promote good practice amongst PPGs and share best practice 	Dr Bhagat, practice staff in conjunction with PPG			<ul style="list-style-type: none"> • First draft patient survey available for discussion August 2016 • PPG to discuss more information about practice performance, including high level complaints data, regular review of DNA • PPG started informal meetings from August 2015 – to resume Autumn 2016

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Details of revisions			
Version 1			
Version 2			
Version 3	Aug 2015		
Version 4	Oct 2015		
Version 5	Jul 2016		