

PATIENT PARTICIPTATION GROUP ACTION PLAN

At the meeting held on the 20th March 2012, the PPG discussed the results of the Practice's recent CFEP patient survey and selected the areas we scored the lowest in

- waiting time to be seen by a doctor
- speak to a Practitioner on the telephone

to help us devise an Action Plan to help improve the satisfaction rate in these two areas. We also used the results of the National Patient Survey from 2010/11. Other ideas for improvements that could be made were raised by members of the Group and these were the basis of our Action Plan.

Proposals	Timescale	Progress
To produce a regular newsletter for patients to inform them of the services the Practice provides eg. telephone consultations	3 months	
To have a painted hatched area next to the disable bay to enable wheelchair access to the Practice more easily	2 months	
Promote EMIS access to our patients with leaflets and forms at reception and dispensary	Immediate	
Produce forms for the waiting room asking for patients' mobile numbers and email addresses and to be displayed on the digital message board in reception	2 months and ongoing	
Reply to comment on NHS choices website and to include our recent survey results	Immediate	