

PPG ACTION PLAN FOLLOWING SURVEY ANALYSIS & DISCUSSION ON 21.06.13

Action points that were agreed after the PPG group meeting on 21.06.13 are as follows:

- Improve patient awareness around services and patient education. PPG members to assist in this wherever possible as the group is a useful platform to keep patients informed about services the practice offers. This links in with point 2.
- Develop Bilton Medical Centre website with information for patients. It would be helpful to create a Patient Participation Group Section on the website with survey results for patients and information about the purpose of the PPG group.
- Continue regular patient participation group meetings. Practice to work on establishing a regular group of patients that attend. The practice aims to put up a PPG notice board in the waiting area on reception to inform patients of the group. Leaflets and invitations to be kept at reception for front-line staff to invite patients and answer queries about the group.
- Continue recent lady Dr Clinic's after introduction of female GP in June 2012. The survey results and discussion in 21.06.13 identified that female patients prefer to see a female clinician for certain issues.
- Practice to assess appointment capacity and demand and consider recruitment of further clinicians to increase appointments.
- Practice to look into Small play area for children following a patient's suggestion via the most recent survey. This will aim to make the waiting area a more appealing and pleasant experience for the patients with small children.

