

Patient Participation Group Action Plan

Meeting held Wednesday, 19th November 2014

Present: - Dr A G Carter (Senior Partner), Mrs Diane Millett (Practice Manager), Mrs Barbara Pugh (Chair), Mrs Julia Stanfield (Secretary) & Mrs Janet Rodgers (representing Cookley).

We will continue to try and ensure our Patient Participation Group (PPG) is as representative as possible. The group currently has a number of vacancies which will be advertised on the practice website and patient-call system. We will try to encourage our younger patients to join the group by contacting local schools and colleges, as this is an excellent forum for those wishing to pursue a career in the health service.

We reviewed patient feedback received by the practice from our last survey and comments received from patients.

We also reviewed significant events from our regular quarterly meetings and comments made on patients' complaints to the practice.

Mrs Diane Millett (Practice Manager) and Mrs Lisa Benton (Cookley Administrator) have attended the PPG meetings throughout the year and as a result of dialogue between the practice and PPG and patient comments, we agreed the following three key priorities should be addressed to improve the service we provide to our patients.

1. Appointment Availability

After listening to comments from the Patient's Group the practice will trial offering some of its extended hour's appointments on a Saturday morning during the coming winter months. We will be open for at least one Saturday morning per month for pre-booked appointments in order to offer an enhanced service to working people and families.

2. Telephone Consultations

Some of the doctors currently offer telephone consultations and these have proved to be successful. We will increase the capacity by rolling out to all doctors.

3. Improving Customer Service

We will increase our reception workforce to try to reduce queues at reception and handle incoming calls quickly and efficiently.