

Chilwell Valley & Meadows Surgeries

Patient Participation Group Action Plan 2013/14 – Progress Report at 31st March 2014

Item	Issue / Priority Area	Proposed Action	Progress
1.	Patient information: patients have requested more information about the doctors and their interests	Update patient information leaflet and website with doctor's photos and profiles.	Photo-sheets are nearing completion and will be posted at surgery sites and in updated patient information leaflets from April 2014.
2.		Produce a photo board of GPs and staff – one for each surgery site	
3.	Appointments – possible triage system: more investigation is needed before committing to this option in view of comments and concerns raised in the annual patient survey.	Undertake audits and feasibility study for a possible GP based telephone triage system	Explored and discussed at length by partners but a decision was taken against total telephone triage as it would not suit all patients. Telephone consultations are now offered at the Valley Surgery and both sites now release appointments 48 hours in advance. We are waiting to evaluate this impact of this although also need to find ways of informing patients about alternative methods of consulting.
4.	Appointments – online booking: although use has increased many patients are still unaware of the service.	Increase awareness of online facilities: add information to prescription repeat slips; include in new patient information; poster in waiting rooms; include reminder in newsletters.	Actions were taken as proposed. Awareness has increased (see below) – but not utilisation
5.	Patient involvement: the PPG are keen to increase number of patients involved in the virtual and face to face groups.	Promote active recruitment to the PPG: add information to prescription repeat slips; include in new patient information / practice leaflets; poster in waiting rooms; include reminder in newsletters.	Actions were taken as proposed. Awareness has increased (see below) – but not membership
6.	Monitor progress on 4 and 5 above	Include questions regarding awareness of online facilities and the PPG in the next patient survey.	Questions were included in the annual patient survey: 52% of respondents knew that they could book appointments and order prescriptions online; only 22% knew about the patient participation group.