

Chilwell Valley & Meadows Surgeries
Patient Participation Group Agreed Action Plan 2014/15

Item	Issue / Priority Area	Proposed Action	Timescale	Responsibility
1.	Establishment of an online patient discussion forum	Disseminate details of the patient-led online discussion forum to patients in the virtual PRG and then more broadly	2 months	Dr Churchill
2.	Information screens	Flat screen monitor to be sited in Chilwell Meadows Surgery waiting room on a pilot basis to display information about the PPG, online appointment booking, and telephone appointments. A further screen to be installed at the Valley Surgery if this is found to be successful.	6 months	Ed Longridge Linda Allum
3.	Continue to increase awareness and uptake of online booking	Continue to promote and monitor awareness and uptake as part of annual survey. Offer support to patients with technical difficulties.	Ongoing Monitor in 9 months	Ed Longridge Dr Churchill
4.	Continue to promote membership of the PPG	Continue to 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.	Ongoing Monitor in 9 months	Linda Allum Dr Churchill
5.	Patient information: patients have requested more information about the doctors and their interests	Complete photosheets for waiting rooms and updating information about doctors in patient information leaflets.	EL, RDC	1 month (c/f from last year)