

Patient Participation Group 2014/2015

Key Action Areas

Key Areas for Improvement	Actions Taken	Progress to Date
Waiting Times	<ul style="list-style-type: none"> • Raise Patient Awareness • Spring newsletter published on the practice website & distributed in Practice • Encouraged “One Problem, One Appointment” • Extended appointments or re-scheduling if more than one problem • Waiting times discussed with clinicians 	<ul style="list-style-type: none"> • Continuing to educate clinicians & patients • Monitor waiting times through Friends & Family Test (FFT) & practice complaints procedure
Accessibility	<ul style="list-style-type: none"> • Weekend appointments offered to increase accessibility • Discussions with the Patient group regarding “Did Not Attend “ appointments and published results in the waiting area to raise awareness • Continuation of telephone appointments to increase capacity • Minor ailments scheme discussed and details published in the newsletter to encourage patients to use pharmacies appropriately 	<ul style="list-style-type: none"> • Continued weekend appointments throughout 2014/2015 • Begin to educate patients who have minor injuries to contact the Minor Injuries unit at Shotley Bridge • Educate patients to use 111 for advice on minor ailments or sudden onset of symptoms
Communication /Feedback	<ul style="list-style-type: none"> • Practice produced and distributed quarterly newsletter to patients • The website was updated regularly with new initiatives such as: Electronic Prescribing Friends & Family Test Medicines Management Campaigns NDCCG Initiatives/ New Services 	<ul style="list-style-type: none"> • Practice early adopters of the Friends & Family Test • Results published on the website and discussed with the patient Group