

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