

Nailsea Family Practice – Patient Participation Enhanced Service 2013/14

Action Plan from Results of Patient Survey

31st March 2014

Reviewed and updated July 2014

Reviewed and updated Nov 2014

Reviewed and updated March 2015

Suggested Action	Intended Outcome	How Achieved	Timescale	Progress
Promotion and Review of Resource Room	Raise awareness of what the room does, where it is and what the benefits are	Use media screen, newsletter, website and flyers to promote Review signage in waiting room Review use of room – perhaps focus information on hypertension and related clinical areas Put information into New Patient Packs	Within 6 months	Ongoing – see sub group notes of 14/11/14 Dr P has now reviewed info in resource room. New leaflet racks ordered and identified where they will be placed
Patients measuring their own height	Address patient comments	Consider how this can be achieved for patients on their own – speak to Nurse Manager re options	Within a month	Not recommended – very inaccurate to try and do it yourself! COMPLETED
Review use of blood pressure monitor	To improve appropriate use of machine by patients – some over-using, others under-using	Promote the reasons for blood pressure readings and ask clinician to develop guidelines for patients Perhaps run an information evening on blood pressure	Within 3 months Within 6 months	Information on use of BP machine now in patient letters Need to negotiate with Brockway to share event Will need to be 15/16 COMPLETED
Review position and display of leaflets	Address patient comments: many want them in waiting rooms	Look at focussed displays on a rotational monthly basis Look at free standing leaflet holders and appropriate positioning Look at how leaflets can be “managed” to avoid out of date	Within 6 months	Have had carers, Support your GP service, RSVP, and Sharing Patient Data Added Self Care Week display 17-21 November See November meeting

		and inappropriate information and clutter.		notes for update Will continue to do focussed displays COMPLETED
Promote Practice newsletter	Increase coverage	Revamp look of the newsletter Ensure copies are always available in both waiting areas Promote email alerts Promote the online service sent to email Promote the newsletter using the media screen and put on waiting room chairs on occasion	Within 3 months	Done - new format Receptionists! COMPLETED
Review content of Practice newsletter	Ensure we provide the information patients find most useful	More PPG information Include opening times as standard Include holiday opening times for each quarter Have focussed articles on specific disease areas	Within 3 months	In summer edition Suggested to editor -all in Autumn edition Admin Manager now doing and improvements made COMPLETED
Health Awareness Day	Encourage more engagement and better understanding of what its remit is	Consider name change to "health promotion day" or "Healthy Living Day".	Review if running in 2015	Not running in 2015 - keep note for future events COMPLETED
Media screens	Ensure appropriate material is showing on the screens and is attractive for patients to read	Look at speed of information Look at text size and content, in particular for externally provided posters Review play list and revamp	Within 6 months	Done Ongoing Ongoing Ongoing Ongoing COMPLETED
Encourage use of "acceptable" health-related websites	To give confidence that information is appropriate and trustworthy	Promote NHS Choices Promote Patient.co.uk site Remind GPs to direct patients to websites relating to support groups	Within 6 months	For December newsletter Done COMPLETED
Practice Website	Review content and promote use of it to patients as a good source of information	Update PPG/PRG information Consider adding holiday opening hours Put in links to reliable and trustworthy sites	Over the next year	Ongoing Still on going - Practice need to find time to do this

Patient Reference Group	<p>Increase membership</p> <p>Increase patient understanding of role of PRG</p> <p>Improve patient representation in areas where we are low</p>	<p>Consider changing the name (Patient Email Group? Virtual Patient Group?)</p> <p>Promote the group and what it does in Practice newsletter, website, media screens, etc</p> <p>Put electronic application form on to website</p> <p>Put PPG/PRG leaflet into new patient packs</p> <p>Try to recruit more young people and those with disabilities plus ethnic minorities</p> <p>Promote National Association for Patient Participation (NAPP) and put link on website</p> <p>Use PPG Awareness Week in June</p>	Over the next year	<p>Renamed Patient Email Group</p> <p>In Summer newsletter</p> <p>Still needs doing</p> <p>Now in NP Packs</p> <p>New PPG member with disability</p> <p>Schools project developing well</p> <p>Display done - brought in 5 new members</p>
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