

Patient Participation Group Action Plan - 22nd November 2011

ISSUE	DESCRIPTION	PRIORITY	ACTION	Time Scale	OWNER	STATUS
Late evening and Saturday morning opening	3% of survey respondents commented they would like the availability of late evening and Saturday morning appointments	Medium	The feasibility of this will be looked into, in particular regarding staff availability/costs	Sept 2012	All staff	Ongoing
Parking spaces	Delivery vans parking in disabled parking bays	High	Letters will be sent to our suppliers highlighting the problem and an increase in disabled parking slots provided will be looked into	Jan 2012	Practice Manager	Completed
	At busy times there can be a shortage of parking space availability	Medium	The possibility of surgery and pharmacy staff parking in a layby opposite the premises will be investigated re: legality, safety and security	July 2012		
Prescriptions	Some patients commented that they had experienced difficulties with the prescription service at the surgery and attached pharmacy	Medium	Invite all local pharmacies to attend next PPG meeting to improve communication and generate ideas to improve current systems	Feb 2012	Practice Manager	Completed
Time taken to be seen following referral	Some concerns raised over the length of time it can sometimes take to be seen following referral	Medium	Concerns will be passed to West Leicester CCG	Dec 2012	Practice Manager	Completed
Access to Walk-in-Centre	Further understanding is needed by patients regarding the way in which patients can access Walk-in-Centre and Open Access X-Ray	Low	Improve patient education by looking at including information about these services in the patient leaflet, patient newsletter and display in reception	Sept 2012	GP's Practice Manager	Ongoing
Confidentiality	Some concerns over privacy/confidentiality in reception area	Medium	Suggestions made: moving telephones further away from the desk, the installation of glass screens, a privacy line to be introduced (similar to those used in banks) to encourage patients to stand back. We will monitor the need for increased privacy before any structural change is implemented	May 2012	All staff	Ongoing