

**Patient Participation Group Action Plan – 18<sup>th</sup> March 2013**

ISSUE	DESCRIPTION	PRIORITY	ACTION	Time Scale	OWNER	STATUS
Continuity of regular GPs	Increased requirement	High	Recruitment of 2 salaried GPs	June 2013	Practice Manager	1 salaried GP recruited in May 2013, another recruitment started in Nov 2013 with no success.
Completion of patient survey	<ul style="list-style-type: none"> <li>• Decline in total number of questionnaire's completed</li> <li>• Increase in partial completion of questionnaire resulting in 'No response' category</li> </ul>	Medium	Investigate criteria for 'No response' by website provider Review questions for 2013-14 and choice of responses Devise strategy to deliver increase in completed questionnaires by wider spread of patients	Dec 2013	PPG	Questionnaire completed in November 2013, despite increased attempts to encourage completion we did not increase total number of completed questionnaires. Patients cited being too busy or younger patients not interested in completing the survey. The questionnaires that were completed were generally very positive.
Prescriptions	Some patients commented that they had experienced difficulties with the prescription service at the surgery and attached pharmacy	Medium	<ul style="list-style-type: none"> <li>• Invite all local pharmacies to attend PPG meeting to improve communication and generate ideas to improve current systems</li> <li>• Review system and processes with practice team during Protected Learning Time or series of practice meetings</li> <li>• Discuss issues with PPG and seek assistance with service improvement suggestions and implementing any changes agreed</li> </ul>	Feb 2012	Practice Manager/ Practice Team/Local Pharmacies /PPG	Practice system reviewed with team and local pharmacy and PPG.  Trial proved successful that revised system is now in place permanently.  No patient complaints received on this matter since revised system in place.