

Patient Participation Group Action Plan – 9th March 2016

ISSUE	DESCRIPTION	PRIORITY	ACTION	Time Scale	OWNER	STATUS
Continuity of regular GPs and Nurses	<ul style="list-style-type: none"> Increased requirement of clinical sessions Reduce length of time to wait to book an appointment Reduce length of time waiting to be seen when you attend for your appointment 	High	<ul style="list-style-type: none"> Recruitment of 1 part time salaried GP and further reduce use of locums Recruitment of Nurse Manager Monitor next available routine appointment with any GP Monitor waiting times in surgery 	December 2016	Practice Manager	Completed
		High				Completed
		Medium				Started
Access to premises	<ul style="list-style-type: none"> Some patients commented that they had experienced difficulties with accessing the practice due to transport Some patients report that it is difficult to park when they attend for their appointment 	Medium	<ul style="list-style-type: none"> Continue community transport scheme Consider further discussions with local council regarding public transport routes Explore opportunities to expand premises for additional car park space 	March 2017	Practice Manager/PPG	Completed
		Medium				Ongoing
		Medium				Started

Reviewed: 11/07/2016