

**Patient Participation Group Action Plan – 26<sup>th</sup> February 2014**

<b>ISSUE</b>	<b>DESCRIPTION</b>	<b>PRIORITY</b>	<b>ACTION</b>	<b>Time Scale</b>	<b>OWNER</b>	<b>STATUS</b>
Continuity of regular GPs	<ul style="list-style-type: none"> <li>Increased requirement of clinical sessions</li> </ul>	High	Recruitment of 1 part time salaried GP and further reduce use of locums	May 2014	Practice Manager	Started
Medication reviews	<ul style="list-style-type: none"> <li>Explanation and awareness raising of the process</li> </ul>	Medium	Confirm process involved in reviewing medication Devise ways to communicate this with patients Consider use of patient newsletter, local pharmacies, flu clinic	Dec 2014	Practice Manager/PPG	Not started
Transport	Some patients commented that they had experienced difficulties with accessing the practice due to transport	Medium	<ul style="list-style-type: none"> <li>Continue to liaise with local councillor, Dr T Eynon and Marlene Reid regarding assisted transport opportunities</li> <li>Consider further discussions with local council regarding public transport routes</li> <li></li> </ul>	Mar 2015	Practice Manager/PPG	Not started