

Sandy Lane Surgery PPG Action Plan Nov 2013 – October 2014

Area 1 PPG Monitor Philip	Re-design Patient Survey and develop it by to address points raised from the 2013. [Length, NA for every question, not asking things we already know, providing an evidence base for what we are aiming to improve and increase number of responses.		
Recommendation	PPG Working party be established to design 2014 survey.		
Task	Lead	Timeline	Comments/Achievements
Re-design Patient Survey	Philip, Margaret, Robert, Betty, Renee.	Complete by August 2014	
2. Aim to increase the number of responses by at least 50%. [300]	All PPG	By the end of survey period	

Area 2 PPG Monitor John B.	Reduce the number of patients who felt un-informed when there is a delay. [Currently 41%]		
Recommendation	Procedural system be set up and operated		
Task	Lead / Monitor	Timeline	Comments/Achievements
Design the system and procedure to include electronic display board.	Jill		
Staff Training on how to operate the system.	Jill		

Area 3 PPG Monitor Robert	Reduce waiting times by offering more telephone consultations.		
Recommendation	Discussion with Doctors establish criteria for suitable patients and expansion of current system. [72% of patients interested.]		
Task	Lead	Timeline	Comments/Achievements
Discussion with Doctors	Jill		
Decide when and how to operate the system.	Jill		
Establish criteria for suitable patients.	Doctors		
Reception Staff Training	Jill		

Area 4 PPG Monitor Betty	Improve communication with patients by accumulating more mobile numbers and email addresses as part of reducing DNA's and exploring further email communication.		
Recommendation	More information for electronic communication be harvested		

Task	Lead	Timeline	Comments/Achievements
Design system for collecting and collating this information.	Jill		
Staff training	Jill		

Area 5 PPG Monitor John C	Improve representative grouping of PPG		
Recommendation	Group be pro-active to establish volunteers from under-represented groups		
Task	Lead	Timeline	Comments/Achievements
Establish existing Practice profile	Jill		
Establish ways of contacting young people.	Kelly		
Welcome letter for new patients.	John C.		
Attendance at clinics.	All PPG		
Increase size of PPG by 25%	All PPG		

Area 6 PPG Monitor Una	Increase PPG profile within the Surgery.		
Recommendation	Existing work be underpinned and areas of expansion be explored.		
Task	Lead	Timeline	Comments/Achievements
Develop Noticeboard	Una		
Develop Newsletter	John C.		
Organise Coffee morning on Health Issues	Betty & Renee		

Area 7 PPG Monitor: Betty	Reduction in number of people who found it very difficult when telephoning the surgery for appointments. [Currently 52%]		
Recommendation	Measure, monitor and educate in order to achieve better patient expectations and understanding.		
Task	Lead	Timeline	Comments/Achievements
Bench mark current connection times between 8.00 and 9.00	All PPG		
Explore a queuing system with waiting time feature.	Jill		
Place article/s in newsletter explaining how to get the best from the telephone system.	John C		