

## **NEWBOLD SURGERY PATIENT PARTICIPATION GROUP**

The Patient Participation Group (PPG) and GP Practice work together each year to decide how we can make improvements to the surgery, its surroundings, the systems we have in place and patient services. Patients are asked to put forward new ideas for implementation and flag any areas for concern. Working together we hope to make our Patients experience of the practice a positive one.

### **AGREED ACTION PLAN April 2014 – March 2015**

#### **Key Priority Areas**

- 1. Continue Campaign for Reduction in DNAs**
- 2. Annual Monitoring of Appointment System**
- 3. Research New Telephone System**

#### **DNAs**

Introduce a campaign to try to further reduce the number of “Do Not Attend” appointments

PPG to identify with Practice ideas which could help

Monitor the number monthly to identify if changes are having any effect

Educate Patients re their responsibility to cancel and impact of DNA's for them

Ideas Suggested:

- Website Message
- Waiting Room Campaign
- Use of Text Message Reminders

Timescale: On-Going

Responsible: All

#### **Annual Monitoring of Appointment System**

Members and Practice to work together to canvas patient views around access to appointments and general satisfaction

Proposed Action:

- Audit Demand
- Annual Review to ensure reflects patient needs
- Implement on-line booking

Timescale: 31 March 2015

Responsible: PPG and Patient Services Manager

#### **New Telephone System**

Practice concerned re patient experience surveys specifically around telephone access for appointments. National survey does not match in-house surveys making implementation of change difficult. PPG happy to help and provide feedback of their experience and patient opinions.

Proposed Action:

- Members to assist with gathering opinions of users
- Investigate findings and review systems
- Feedback to group
- Purchase new system if necessary and financially viable

Timescale: 31 December 2014

Responsible: PPG, GP Partners, Patient Services Manager and Practice Manager

**Action Plan to be discussed at PPG meetings throughout the year with updates to members. Year End Review to take place in April 2015.**