

## Hilary Cottage Surgery – Patient Participation Group Action Plan 2015-16 (updated 10/05/2016)

| <b>Area Identified For Improvement/ Change</b>             | <b>Actions</b>   | <b>Lead Responsible For Implementation</b> | <b>Timescale</b> | <b>Improvement achieved</b>  | <b>Evaluation Feedback from staff, patients and PPG Next steps</b>  |
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| <b>Increase GP Appointment Availability</b>                | <ul style="list-style-type: none"> <li>• Improve waiting times for routine appointments</li> <li>• Review ways to address non-attendance and the unallocated slots from these.</li> <li>• Introduce system of rolling release of appointments</li> <li>• Next meeting to discuss impact of national initiatives to date</li> </ul> | Practice                                   | ongoing          | <ul style="list-style-type: none"> <li>• Reducing advance notice appointments has reduced non-attendance by 50%, releasing more slots</li> <li>• New appointment slots open every evening is improving access</li> <li>• Text reminder service active.</li> <li>• National initiatives aimed at increasing access to GP advice ASKmyGP now operational and press info sent to local magazines; Winter Pressures funding additional time; piloting GP Urgent Care System (Choice +) using Prime Ministers Challenge Fund. Information on the practice website.</li> </ul> | <ul style="list-style-type: none"> <li>• Strategy group to consider how to inform patient about Choice+; AskmyGP trial; and MIU changes.</li> <li>• Evening release of appointments receiving positive feedback from surgery staff and patients.</li> </ul> |
| <b>Improve patient knowledge of and access to services</b> | <ul style="list-style-type: none"> <li>• Further develop the practice website</li> </ul>   | Practice                                   | 2015             | <ul style="list-style-type: none"> <li>• Web site on-line booking improved.</li> </ul>   | <ul style="list-style-type: none"> <li>• Changes made to patient online access by clinical software provider caused practice and patient difficulties. Instructions</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>• Increase the text reminder service – to include campaigns (flus appointment reminders etc)</li> <li>• Extend variety of appointments available for patients to book online.</li> <li>• Develop PPG info leaflets for patients</li> <li>• Raise awareness of easy book-on-line system – coffee morning 9<sup>th</sup> February</li> <li>• Chair to raise concerns at county PPG meeting and with Healthwatch about external software provider changes without guidance and the detrimental impact on surgery staff and patients</li> <li>• Screen in surgery to be repaired/replaced.</li> <li>• Kidney Disease Awareness event 16<sup>th</sup> March 2016</li> </ul> | <p>PPG</p> <p>PPG</p> <p>Chair</p> <p>Practice</p> <p>PPG</p> | <p>2016</p> <p>9<sup>th</sup> Feb</p> <p></p> <p>2016</p> <p>16<sup>th</sup> March</p> | <ul style="list-style-type: none"> <li>• Text reminder service has had very positive impact in reducing non-attendance.</li> <li>• Online routine GP clinics can be booked 4 weeks ahead and GP appointments released for booking daily.</li> </ul> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p> <p>Achieved</p> | <p>on how to navigate now uploaded. Chair to raise concerns at county PPG meeting and wit Healthwatch.</p> <p>Ongoing usage &amp; monitoring by practice.</p> <ul style="list-style-type: none"> <li>• Extending the variety of appointments offered online further is operationally difficult but is subject to ongoing review by practice.</li> </ul> <p>New screen installed Feb 2016</p> <p>One future events planned for 2016</p> |
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| <b>Area Identified For Improvement/ Change</b>   | <b>Actions</b>  | <b>Lead Responsible For Implementation</b>                                      | <b>Timescale</b>   | <b>Improvement achieved</b>   | <b>Evaluation Feedback from staff, patients and PPG Next steps</b>  |
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| <p><b>Extend patient engagement – information and feedback</b></p> <p><b>Specific communication goals:</b></p> <p>Improve communication with patients both about the activities of the group and the services that the surgery provides.</p> <p>Extend communication between staff and patients on a number of issues from preventative medicine to flu campaigns.</p> <p>Offer seminars run by health professionals for patients on specific health topics. ( 2 a year)</p> | <ul style="list-style-type: none"> <li>Review PPG to bring in new members/skills</li> <li>Produce regular articles and information leaflets for local press and practice waiting room, in consultation with the practice e.g. Who to call and when; report on the practice; health features etc.;</li> <li>Seek patient views on what information leaflets/ talks they would like. Coffee morning to meet PPG members and seek feedback 9<sup>th</sup> February 2016</li> <li>Consider production of Newsletters</li> <li>PPG member to attend Flu Clinics Sept/Oct 2016</li> <li>Patients can register to join the PPG – list available at reception and list will also be made available at the coffee morning 9<sup>th</sup> February</li> </ul> | <p>PPG/practice</p> <p>PPG</p> <p>PPG</p> <p>Practice</p> <p>PPG</p> <p>PPG</p> | <p>January</p> <p>April 2015 ongoing</p> <p>Ongoing</p> <p>Ongoing</p> | <p>Recruitment campaign led to new members.</p> <p>Raised awareness of PPG through April press article</p> <p>Who to call and when - info leaflet in press and taken by patients from surgery; CQC report article published in local</p> <p>HCS providing regular newsletters for patients and information on the screen in the waiting room e.g. flu clinics.</p> <p>Friends &amp; Family feedback operational but mainly recording negative comments ; Increased use of Friends &amp; Family as a result of texts</p> | <p>Strategy meeting to plan a year ahead what is needed and when in terms of info to patients – consider newsletters, seminars, items for local press. Views of HCS on what seminars/ info needs to be provided for patients will inform strategy meeting.</p> <p>Next item to include asking patients to support Friends &amp; Family positive or negative feedback with details.</p> <p>Autumn 2016 to include: info on flu clinics, starting school/ student jobs late sept/start of Oct.</p> <p>HCS to put newsletters on web site.</p> |

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|  | <ul style="list-style-type: none"> <li>• Include local Face Book 'What's on in Fairford' when items are circulated to local magazines.</li> </ul> | PPG |  | <p>Strategy meeting completed and actions for the year ahead identified, including coffee morning February 2016 and Kidney Disease Awareness event March 2016</p> |  |
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