

Action Plan for Patient Participation Group for Quakers Lane Surgery, Richmond

2019

Main Aim:

The main aim of the Quakers Lane Patient Participation Group in 2019; will be to continue to increase our partnership and understanding of what patients think of our practice. This will be done by seeking evidence based outcomes and their frontline experience and opinions of the improvements we have already made, and the changes we plan to make, in providing accessible and comprehensive services to transform the experience of our patients – real time reporting, acting on accurate feedback, not guesswork, leading to quality assessment of patient satisfaction with Quakers Lane Surgery.

Reviewed – January 2019

Next Review due – June 2019

Objective/focus area	Key actions required to improve/enhance services for patients	By whom?	By when?	RAG rating RAG
1. Maintain group meetings and action plan	<ul style="list-style-type: none"> Encourage existing members to attend. Recruit new members as appropriate, to ensure succession. Group to agree priorities and implementation of action plan. Consultative group to be maintained – First step is to contact Richmond School Patients 	Current PPG TM	Ongoing Feb 2019	A/G
2. Suggestions box	<ul style="list-style-type: none"> Encourage patients to continue to provide suggestions. Display “you said” “we did” patient views – To be included in the Spring/Summer Newsletter and placed on the website 	Current PPG JW	Ongoing April 2019	A/G
3. Online prescriptions/ appointments and medical information	<ul style="list-style-type: none"> Check that patients are aware of these new services and assess satisfaction levels through use of a patient survey. 	Current PPG	Ongoing	A
4. QLS Website <ul style="list-style-type: none"> Development of the website 	<ul style="list-style-type: none"> Action plan to take forward changes and additions to the website, include suggestions from the survey and questionnaire. 	Current PPG	Ongoing	A

<p>6. Communication</p> <ul style="list-style-type: none"> • newsletter • increase number of patient email addresses provided to QLS 	<ul style="list-style-type: none"> • Publication of a newsletter; twice a year. • Request via the newsletter and or flyer. • Use of MJog system to capture more email addresses (New patients are already asked to supply an email address) 	<p>Current PPG</p> <p>JW</p>	<p>April 2019</p>	<p>A</p>
<p>7. Active signposting</p> <ul style="list-style-type: none"> • To provide allow patients to be signposted to the most appropriate clinician 	<ul style="list-style-type: none"> • Survey usefulness of this service for patients via patient feedback 	<p>Current PPG</p>	<p>Ongoing</p>	<p>R</p>