

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

**2015 - 2016**

## **Main Aim:**

**The main aim of the Quakers Lane Patient Participation Group in 2015/16, 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.**

Objective/focus area	Key actions required to improve/enhance services for patients	By whom?	By when?	Review date
1. Develop action plan	<ul style="list-style-type: none"> <li>Use virtual forum to share good ideas, agree priorities and implement accordingly through this action plan. Need to make sure all 5 groups highlighted by CQC are covered</li> </ul>	Virtual PPG	Priorities agreed By January 15th	
2. Telephone system	<ul style="list-style-type: none"> <li>Recent change of telephone system. Need to check that changes have been beneficial to patients or if there are issues in contacting the Practice which need adjustment.</li> <li>Survey patients? use ipad with direction from PPG</li> </ul>		Feb 31 <sup>st</sup> 2016	
3. Suggestions box	<ul style="list-style-type: none"> <li>Do patients want a display of “you said” “we did” to demonstrate how we listen to patients views.</li> <li>Survey patients? use ipad with direction from PPG</li> </ul>		Feb 31 <sup>st</sup> 2016	

<p>4. On line prescriptions / appointments and medical information</p>	<ul style="list-style-type: none"> <li>• Check that patients are aware of these new services and assess satisfaction levels</li> <li>• Survey patients? use ipad with direction from PPG</li> </ul>			
<p>5. Use of email to contact patients to facilitate communication especially in those who rarely visit the Practice</p>	<ul style="list-style-type: none"> <li>• Develop a questionnaire on the website and PPG member to ask patients in waiting room if they would be happy to give their email address to receive information from the surgery.</li> </ul>			
	<p>Publicise Results. Produce action plan to develop web site in line with conclusions/recommendations including newsletter as appropriate</p>			