

# Woodlands Park PPG Action Plan 2012-14

Meeting March 12<sup>th</sup> 2014

## Members-

The members of the group have declined in the past year due to both previous GPs retiring and a patient moving away.

However we have had two further new members whom we welcome.

The members felt that as Minutes were now being published they would prefer to remain un-named for the publication. However full details of membership would be made available from the Practice Manager on request with reason.

The Group now has 10 members .

Minutes of the previous meeting were reviewed and agreed.

## Survey Feedback and Action Plan -

DP explained that there is an agreed structure that needs to be followed to meet the criteria stated in the PPG Enhanced Service. Part of this is to conduct a survey and then use the results to produce an Action Plan. The group reviewed the last Action Plan based on the previous Patient Survey and felt the objectives had been achieved since then.

The Practice was congratulated on surviving the flood of 5<sup>th</sup> February 2012 and all agreed that the working environment and setup of Reception was a vast improvement.

From the Survey, we picked out that some improvement was needed on the Appointment system which gave some flexibility allowing some patients to occasionally have longer with the GP.

DP explained that we now have the facility to allocate certain longer appointments to known complex patients and that seemed to be working well. Also if a patient asked for a longer appointment that also could be done with a bit of future notice.

LL asked about online appointments- DP responded that we are hoping to go live later in the year and were currently trialling options .

Flu vaccinations were shown to have a lower uptake than previous years. All discussed the use of text messaging for reminders and recalls and it was decided that that should be Minuted as an Action for the following year.

It was felt that we needed to appreciate that people access information in different ways and that we needed to explore and offer as many options as possible -

- 1- Ensuring that front line staff are able to give good advice about how to access services
- 2- Increasing the opportunities for patients in the Waiting Room to be able to access information through the use of admin staff/volunteers/Age Concern ( who visit alternate Tuesdays) and members of the PPG
- 3- Improve the display of information in the Waiting Room
- 4- Utilise the quarterly Newsletter more.

Further discussions were held on how to improve PPG input. The action for next year was to set up a Virtual Group and publish it on the website.

DP explained that a successful email notification had been sent to all those patients with registered emails alerting them that the new Patient Survey was available to complete. This resulted in far fewer copies needing to be printed out to be given out by Reception., although the response was still fairly small.

Our recent survey only received 55 responses instead of the usual 90. The fact that we have no waiting room available was deemed to be the cause of the poor response. However the results were very encouraging and we hope to improve on them by implementing patient suggestions over the next year prior to the next survey.

CQC and what it meant to the Practice was discussed at length. All Risk Assessments had been completed but there was still a variety of work to be reviewed to become fully compliant.

The Surgery had very few changes over the previous 12 months and all the GPs were well accepted and had settled in. Comments from the

Survey were discussed and it was asked that all GPs were to be aware of all the good comments received.

The next meeting was left open as it was suggested that the next meeting should be held annually with virtual communication upto then.

All were thanked for attending and for taking the time to be part of the Woodlands PPG