

The Health Care Complex Patient Participation Group Action Plan 2011/2012

Priorities Agreed with PPG	Proposal made by PPG	Action agreed with PPG
Difficulty in trying to get through on the telephone to make an appointment	The group discussed the difficulties of getting through on the telephone to the surgery to make an appointment. A stack system was discussed, but this would incur cost for the patient. It had been noted that when patients are waiting in the waiting area the telephones are not being answered by the reception staff.	The Practice Manager to address the telephones and general reception with the receptionists ensuring all telephones are answered when they ring.
Repeat Prescription Service	Some patients find it difficult to come into the surgery to put their repeat prescription slip into the box. The group discussed ways of saving the patient to come into the surgery to do this by ringing the surgery or using an email system. The pharmacies in the area do have facilities where they can produce repeat prescriptions to save the patient coming in and posting the prescription.	The practice will commence ordering of prescriptions over the telephone one evening a week (Thursday 4:30pm – 5:30pm). This will help patients who are unable to attend to post their prescriptions and also enable patients who work to contact the surgery. The Practice Manager to advertise this on surgery leaflets and at the reception on the prescription box.
Extended Hours Service	The extended hours the surgery provides is not advertised well enough and some patients are not aware of this service. The surgery is open on a Wednesday evening and Saturday morning once a month.	The Practice Manager to advertise the out of hours service on the repeat prescriptions, surgery leaflet and the website.

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The lack of light outside the building at night.	One of the patients commented that the lighting outside the building was poorly lit.	The Practice Manager checked the lights outside and these were bright enough. Two members of the PPG thought the light was reasonable and there are also new Morrison's street lights now in place.
Surgery Leaflets	Patients are not aware of the surgery leaflets at the main reception as these are not visible.	The Practice Manager to ensure the surgery leaflets are visible at reception.
Life Channel TV	The Life Channel TV system is not working and it was noted that due to the lack of sound in the reception area the patients can hear other patients at the reception hatch and also conversations between staff members. The Life Channel TV has been brought out by a new provider who are unable to maintain the Life Channel TV at present as they do not have the funding.	The surgery will look into displaying free health educational DVD's. The Practice Manager will continue to liaise with the new providers of the Life Channel TV.