

The Health Care Complex Patient Participation Group Action Plan 2012/2013

Action Agreed with PPG	Proposal made by PPG	Timescale	Lead Person	Completed?
<p>Cleanliness of the toilet facilities was highlighted by one patient on the survey. The PPG discussed the cleaning regime within the practice of how facilities are checked and when they are checked. It was felt that the patient toilet should be checked on a daily basis – once in the morning and then in the afternoon before the clinics commence.</p>	<p>The Practice Manager will discuss this with the staff at the next practice meeting in February 2013. The PPG felt the toilets should be checked 2 times a day and also a poster placing on the door of the toilet informing patients that if the facilities are not up to a good standard to see the reception.</p>	<p>April/May 2013</p>	<p>Mel Yorke</p>	
<p>Privacy in reception was felt to be a big concern. The front reception desk is open and there is no where for any confidential issues to be discussed if a patient wants to talk to someone. The door to the reception area is constantly open and the PPG felt this door should be kept locked for confidentiality.</p>	<p>The PCT are carrying out some refurbishments within practices to comply with CQC regulations. The reception area has been addressed within this work. The new refurbishment will include fitting a new desk with disabled access and securing the door to the reception.</p>	<p>June 2013</p>	<p>PCT/Mel Yorke</p>	
<p>The practice and the PPG have been looking at DNA rates as these have been considerably high. The PPG felt that the practice needed to encourage patients to keep their appointments and look at ways of informing patients about their prebooked appointments to reduce the rate of DNA's.</p>	<p>The practice reduced their length of prebookable appointments to see if this had an impact on DNA's, but following an audit, this did not have any implication on the DNA rates and therefore the practice put their prebookables back to their original length of time with the decision of the PPG. The Practice Manager is looking into text messaging to inform patients of their prebookable appointments and also to patients following a DNA.</p>	<p>August/September 2013</p>	<p>Mel Yorke/Dr Nam</p>	