

# **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 – June 2019

Next Review due – January 2020

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"> <li>• Encourage existing members to attend.</li> <li>• Recruit new members as appropriate, to ensure succession.</li> <li>• Group to agree priorities and implementation of action plan.</li> </ul>	Current PPG	Ongoing	A/G
2. Suggestions box	<ul style="list-style-type: none"> <li>• Encourage patients to continue to provide suggestions.</li> <li>• Display “you said” “we did” patient views – To be included in the Autumn/Winter Newsletter and placed on the website</li> </ul>	Current PPG JW	Ongoing	A/G
3. Online prescriptions/ appointments and medical information	<ul style="list-style-type: none"> <li>• Check that patients are aware of these new services and assess satisfaction levels through use of a patient survey.</li> </ul>	Current PPG  Sept 2019	Ongoing	A
4. Communication <ul style="list-style-type: none"> <li>• newsletter</li> <li>• increase number of patient email addresses provided to QLS</li> </ul>	<ul style="list-style-type: none"> <li>• Publication of a newsletter; twice a year.</li> <li>• Request via the patient survey, new registrations and the newsletter</li> <li>• Use of MJog system to capture more email addresses</li> </ul>	Current PPG  JW	Oct 2019	A

<p>5. Active signposting</p> <ul style="list-style-type: none"> <li>To provide / allow patients to be signposted to the most appropriate clinician</li> </ul>	<ul style="list-style-type: none"> <li>Survey usefulness of this service for patients via patient feedback</li> <li>Ongoing monitoring of this service</li> </ul>	<p>Current PPG Sept 2019</p>	<p>Ongoing</p>	<p><b>R</b></p>
<p>6. Patient Email Address Box</p>	<p>Invite patients to supply their email address and submit into the Red box in the waiting room</p>	<p>MB / JW</p>	<p>Ongoing</p>	<p><b>A</b></p>