

PATIENT PARTICIPATION GROUP

ACTION PLAN

Date of Meeting 7 February 2017



<u>Title and Action</u>	<u>Action Owner</u>	<u>Timeframe for Completion</u>	<u>Status</u>
<u>South Ayrshire Council Sports Development</u> <ul style="list-style-type: none">• Ask for promotional display for their classes and eg Invigor8, Class of Diamonds etc	Jan	Spring	
<u>Expanding PPG</u> <ul style="list-style-type: none">• Circulate the aims of the PPG via email• Ask members if they have any specific skills which could be used• Set up focus groups for specific topics• Encourage a wide range of age groups• Share the Practice email address email@medicayr.com for feedback on the website, newsletter etc	Jan	April 2017	
<u>Patient Suggestions</u> <ul style="list-style-type: none">• Advertise the prescription line process, encouraging patients not to block telephone lines checking prescriptions are ready as we will contact them if there is a problem	Angeline	February 2017	

<ul style="list-style-type: none"> • Check for IT solution to alert patients who order via email that a prescription has been processed • Ask patients to let us know if they, or someone they know, would like a copy of our quarterly Newsletter sent to them • Update Practice Information books in waiting room to include all notice board information and ensure the books are more prominently placed • Make the notices bigger and bolder to be easily readable from a distance • Flag the notes of patients requiring more intensive care planning and await feedback from team on value of this • Circulate information via newsletters, social media and Notice Boards informing patients they can make a longer appointment for multiple/complex issues 	<p>Jan</p> <p>Jan</p> <p>Aileen</p> <p>Angeline Jan</p> <p>Angeline</p>	<p>March 2017</p> <p>March 2017</p> <p>February 2017</p> <p>March 2017 February 2017</p> <p>March 2017</p>	
<p><u>House of Care</u></p> <ul style="list-style-type: none"> • Share information by adding link to Practice website and through social media • Adapt form so it can easily be read if sending by email 	<p>Angeline</p> <p>Jan</p>	<p>March 2017</p> <p>March 2017</p>	
<p><u>Scottish Patient Safety Program</u></p> <ul style="list-style-type: none"> • Promote the excellent results and share with patients 	<p>Angeline</p>	<p>March 2017</p>	
<p><u>Healthy Working Lives</u></p> <ul style="list-style-type: none"> • Publicise our success in attaining HWL Silver Award as the first surgery in Scotland to do so • Share the steps we took for the Award, share British Heart Foundation material, soup recipes etc 	<p>Angeline</p> <p>Angeline</p>	<p>March 2017</p> <p>March 2017</p>	

<p><u>First Point of Contact</u></p> <ul style="list-style-type: none"> • Display Eyecare Ayrshire material and “If You’re Ill Know Who To Turn To” media in the usual places • Update the Appointments Patient Information Leaflet to advertise First Point of Contact services 	<p>Angeline</p> <p>Angeline</p>	<p>March 2017</p> <p>March 2017</p>	
<p><u>Chronic Disease Reviews</u></p> <ul style="list-style-type: none"> • Update invitation letter to highlight the benefits to attending for review of your specific long term condition. 	<p>Jan</p>	<p>February 2017</p>	