

## PATIENT PARTICIPATION GROUP

### ACTION PLAN

Date of Meeting 6 February 2018



<u>Title and Action</u>	<u>Action Owner</u>	<u>Timeframe for Completion</u>	<u>Status</u>
<b><u>Previous Meeting Actions</u></b> <ul style="list-style-type: none"><li>• Consider displaying DNA survey on Waiting Room media</li><li>• Draft a PPG Mission Statement for consideration</li><li>• 6th year student work placements to be announced in Newsletter</li></ul>	Aileen Jan Angeline	March 2018 June 2018 April 2018	
<b><u>Practice Pharmacist</u></b> <ul style="list-style-type: none"><li>• Practice to develop a simple leaflet on Minor Ailments and other pharmacy services</li></ul>	Angeline	April 2018	
<b><u>Any Other Business</u></b> <ul style="list-style-type: none"><li>• Dr Hunter to record telephone messages</li><li>• Practice to ask IT system providers for an update on online appointment booking</li><li>• Practice to discuss and collect statistics on X-ray reporting times</li><li>• Advise NHS A&amp;A Hospital Appointments of the problem of using an unrecognised or 0800 telephone number</li></ul>	Dr Hunter Jan  Aileen Jan	February 2018 April 2018  April 2018 February 2018	