

PATIENT PARTICIPATION GROUP

ACTION PLAN

Date of Meeting 6 June 2017



<u>Title and Action</u>	<u>Action Owner</u>	<u>Timeframe for Completion</u>	<u>Status</u>
<u>Previous Meeting Actions</u> <ul style="list-style-type: none">Investigate possibility of standalone PC for Waiting Room to allow patient access to health information	Jan	August 2017	
<u>Online Survey</u> <ul style="list-style-type: none">Set of questions to be sent out to entire PPGContact Ayrshire College/ UWS/ South Ayrshire Youth Forum to encourage participation of younger demographicE-mail younger demographic	Jan Angeline Angeline	June 2017 June 2017 June 2017	
<u>Telephone System</u> <ul style="list-style-type: none">Update website, social media and notice boards with comments and feedback "you said, we did" information.	Angeline	June 2017	
<u>e-Health Strategies</u> <ul style="list-style-type: none">Canvas opinion of the entire patient population on the use of:<ul style="list-style-type: none">Self Check-InFaceTime/ Skype consultationsOnline appointment bookingE-mailing test results	Jan	August 2017	

○ Educational videos made by the team			
<u>Rise in Patients Failing to Attend</u>			
• Carry out appointment analysis for one month	Aileen	July 2017	
<u>SPIRE</u>			
• Contact SPIRE team with concerns of group	Jan	June 2017	
• Circulate SPIRE information in waiting room/ social media/ website	Aileen/ Angeline	June 2017	