

## PATIENT PARTICIPATION GROUP

### ACTION PLAN

Date of Meeting 5 June 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>• PPG Mission Statement</li><li>• 6th year student work placements to be announced in Newsletter</li><li>• Practice to develop Minor Ailments PIL</li><li>• X-ray Audit – measure time from attendance to report received by Practice</li><li>• Dr Hunter to record telephone messages</li><li>• Hospital appointments telephone number</li></ul>	Practice Team Angeline Angeline Aileen  Dr Hunter Jan		Complete Complete Complete Complete  Complete Complete
<b><u>Health &amp; Care Experience Results</u></b> <ul style="list-style-type: none"><li>• Results to be displayed in waiting room and social media</li></ul>	Angeline	June 2018	Complete
<b><u>Electronic Results Access</u></b> <ul style="list-style-type: none"><li>• Discuss with the Practice team operating an e-mail system</li></ul>	Jan	Sept 2018	