

Local Patient Participation Report 2018

1. General Information

This year the report is a combination of work done through patients participation and the GP Resilience Programme
Method(s) of engagement with PPG: Face to face, Email, Other (please specify) Face to face meetings, email, telephone
Does the Practice have a PPG? YES

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year: FFT feedback Random patient survey taken Oct 2017 PPG meetings/emails Complaints review

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How frequently were these reviewed with the PRG?
biannually

Action plan priority areas and implementation

Priority area 1

Description of priority area:

Continuation of active signposting: providing more accurate information to patients so that patients are directed to the care they need quickly and efficiently

What actions were/are being taken to address the priority?

1. update quality and quantity of information available at reception
2. Put information online
3. Staff training

Result of actions and impact on patients and carers (including how publicised):

Currently on-going

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Priority area 2

Description of priority area:

Continuation of reducing Did Not Attends (DNAs)

What actions were/are being taken to address the priority?

1. appointment messaging to remind patients of appointments
2. posters specifying the policy and any 'penalty' that it may incur
3. new patients to be given this information at registration
4. flyers to inform patients of the impact of DNAs
5. nurse appointments to be reminded of appointment 24hrs beforehand by phone

Result of actions and impact on patients and carers (including how publicised):

- DNAs to be monitored monthly and results made available in the waiting room

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Priority area 3

Description of priority area:

Information accessibility – focus will be on widening the scope and reach of practice information

What actions were/are being taken to address the priority?

1. website
2. newsletter
3. practice leaflet

Result of actions and impact on patients and carers (including how publicised):

This is an on-going work-in-progress.

Progress on previous years

- New consultation types include Female clinicians
- DNA numbers declined

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Further information can be found at reception and/or the Practice Manager