

DRHC PPG Action List 2013-2014

Objective	Actions	Responsibility	Completion date	Progress
Addressing confidentiality at the desk	Research and find a suitable screen to create privacy at reception	DP	July 2013	DP has found some suitable screens but trying to find one less intrusive and at a more reasonable price – research ongoing.
To improve communication between patients and staff when GPs are running late	The reception staff to inform patients when doctors are running late, more than 15mins	Reception Staff	March 2013	Discussed at team meeting and staff implementing the procedure on a daily basis
To investigate whether Saturday Opening Times are a possibility	To be discussed with the partners and the PCT	EB	Sep 2013	Ongoing discussions with the partners
Raising Patient Awareness and Easier access to Information	A new website to be produced to make access to information easier and the patient newsletter to be utilized to disseminate information	SC/AB	July 2013	Development of the new website still ongoing and the next newsletter in the process of being produced to include all patient services
Highlighting the New Appointment System and Ways to Make Appointments	To produce an Appointment Leaflet highlighting the new appointment system, and the various ways an appointment can be made, e.g. online, automated telephone system, best times to call reception etc	SC	Jan 2012	Appointment Leaflet produced, approved by the PRG and distributed to patients via the waiting room. Also added to the website.

To promote the Automated Appointment System/Online Appt System	Highlight the automated telephone appointment system and the online system through posters in the waiting room and the website and the patient newsletter	SC/AB	Dec 2011	Posters added to the notice boards, details posted on the website and added to the patient newsletter
To monitor DNAs and improve DNAs	Regular monitoring of DNAs and a final report to be produced after March 2013	EB	April 2013	Initial feedback from GPs has been positive and initial figures have seen an improvement, final audit to be carried out in April 2013
Proposal to Recycle prescription medicines no longer needed by patients	To contact InterCare to set up a collection point for unwanted medicines	JEJ/SC	Dec 2012	A collection point was agreed and advertising of the new scheme accepted medicines was posted on all notice boards and on the website.
To agree a date and arrange an Open Evening	Agree date for June 2013 for an Open Day	EB/AB	June 2013	AB developing a poster for the waiting room, to be added to the patient newsletter and also to be advertised on the website closer to the time.
To improve notice boards as considered to be too busy and not informative enough	A member of staff to be assigned to look after the notice boards and regularly change the signage & a patient group member to be involved	AB/KF	May 2013	AB to arrange for PRG representative to meet with AB and KF to discuss changes to the notice board. KF assigned to update the notice boards on a regular weekly basis and to keep the waiting rooms tidy.
Consultation Times requested to be increased from 10 to 15mins	To investigate the possibility to extending consultation times from 10 to 15 minutes, to be discussed with the GPs and to report back to	EB	March 2013	Discussed with the partners and EB and decided that longer consultation times would not be beneficial as it

	the group			would mean less appointment availability for patients. To be reported back to the group at the next meeting.
Risk Assessment by Frank Morgan of Medical Protection Society was discussed and PRG asked for their feedback	To await the Risk Assessment report and report back to the group	EB	Dec2013	Awaiting the final report from Frank Morgan.