

## Patient Participation Group Report 2014/2015

### Key Action Areas

During the last 12 months the Practice Patient Group discussed and agreed 3 Key Areas for Improvement

Key Areas for Improvement	Actions Taken	Progress to Date / Impact
Waiting Times	<ul style="list-style-type: none"> <li>• Raised patient awareness</li> <li>• Highlighted in practice newsletter, published on the practice website &amp; distributed in practice</li> <li>• Encouraged &amp; promoted “One Problem, One Appointment”</li> <li>• Where appropriate extended appointments or re-scheduled if more than one problem</li> <li>• Flyers produced, “What we will do, What you can do”</li> <li>• Individual waiting times monitored &amp; discussed with clinicians</li> </ul>	<ul style="list-style-type: none"> <li>• Continuing to discuss with clinicians &amp; educate patients</li> <li>• Developed a bespoke banner to display in reception</li> <li>• Monitoring waiting times through Friends &amp; Family Test (FFT) &amp; practice complaints procedure – improvement noted</li> </ul>
Accessibility	<ul style="list-style-type: none"> <li>• Weekend appointments offered to increase accessibility</li> <li>• Late evening surgery extended</li> <li>• Discussions held with the patient group regarding “Did Not Attend “ appointments and results published in the waiting area to raise awareness</li> <li>• Continuation of telephone appointments to increase capacity</li> <li>• Minor ailments scheme discussed and details published in the newsletter to encourage patients to use pharmacies where appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Continued weekend appointments throughout 2014/2015 with full uptake</li> <li>• Actively educating patients who have minor injuries to contact the Minor Injuries unit at Shotley Bridge</li> <li>• Educating patients to use 111 for advice on minor ailments or sudden onset of symptoms</li> </ul>
Communication / Feedback	<ul style="list-style-type: none"> <li>• Practice produced and distributed quarterly newsletter to patients</li> <li>• The website was updated regularly with new initiatives such as: Electronic Prescribing Friends &amp; Family Test Medicines Management Campaigns NDCCG Initiatives/ New Services</li> <li>• Successful Macmillan coffee held at the practice, which was hosted by the patient group to promote support &amp; membership</li> </ul>	<ul style="list-style-type: none"> <li>• Practice early adopters of the Friends &amp; Family Test</li> <li>• Results published on the website and discussed with the patient group</li> <li>• Patient group actively involved in &amp; contributed to development of the practice newsletter</li> </ul>