

AGREED PPG / PRACTICE ACTION and IMPLEMENTATION PLAN as at 31/3/13.

Following new patient surveys and discussion, the practice and the PPG jointly agreed an action plan for the next 12 month. The practice will implement it as detailed below.

PREVIOUS ACTIONS CARRIED FORWARD.

Online Booking.

- Facilitate on line booking for under 16 year olds. Comment: Already achieved, although data protection issues require an adult to book the appointment in their own name and then subsequently change it to their child either by phone or on arrival.
- Introduce ability to book blood tests on line. Comment: Health worker different competency factors and the complexity of explaining this on the booking site make this difficult; but the practice will try to devise a system and report back to the PPG within 4 months.

NEW ACTIONS.

Priority One Reception Services:

- Discuss the survey with the reception team with special emphasis on comments about abruptness. PPG Committee has been invited to provide a volunteer to give the patients perspective.
 - Provide further training for receptionists on providing information about routine blood test requirements and provide relevant patients with information slips when issuing prescriptions.
- Provisos / Limitations:** Action will be delayed by the introduction of a new IT system but the aim is to complete these actions by Sep 13.

Priority Two OOH Service:

- Collate replies from other practices to the Thorneloe Lodge provided survey and send a consolidated survey to the SWCCG.
 - Conduct a survey after implantation of the NHS 111 system (national access to health advise and out of hours services) once it has settled down.
- Provisos / Limitations:** Consolidated survey will depend on practices providing their survey data. NHS 111 system has experienced severe teething problems. New survey unlikely before early 2014 and, in order to achieve maximum effect, other practices and the SWPPG will be encouraged to participate.

Priority Three Text and Email Communication:

- Change phone finance plan to include more text time and several mobile phones. Comment: Recently achieved.
 - Devise system to enable nurses to send motivational texts to opted in smoking cessation clinic patients, between appointments, from Apr 13 onwards. Comment: System devised and ready to implement within the month.
 - 6 Month Trial. Resolve consent issues, reconfiguration of clinical / email systems and staff training to enable a six month trail on sending emails and texts on personal and general health matters. This will be accompanied by a campaign to sign patients up to the service.
- Provisos / Limitations:** Implementation will be delayed until after the introduction of the new IT system in late June 13 and staff training. It is hoped that the practice will be able to start the trial by Jan 14.

Priority Four In House Services:

- The hoped for survey did not take place due to the uncertainty surrounding NHS re-organisation. The PPG, however, remains committed to both protecting and increasing in house services at the practice. Provisional aims were agreed as:
- Maintenance of a one stop shop service for patients.
- Raising concerns with other PPGs, the SWPPG and the wider patient community as a means to


influence the SWCCG.

- Encouraging a South Worcestershire wide common survey on such services.

Provisos / Limitations: Achievement of some of the above aims will require co-operation from other PPGs.

Action Plan Publication / Dissemination: The final action plan will be made prominently available on the practice website by the end of Apr 13. It will also be the subject of a PPG display together with survey results and comments within surgery for patients to read.

Prepared by J. A. Shaw Practice Director Thorneloe Lodge Surgery



31/3/13

Copy to:

NHS South Worcestershire CCG.

PPG members.

Practice website. PPG display board within surgery. Patient magazine table within surgery.