

**THORNELOE LODGE SURGERY PATIENT PARTICIPATION GROUP (PPG)**  
**ACTION PLAN FOR 2014/15**

Please email: thorneloe.ppg@nhs.net or phone: 01905 722802 and ask to speak to the PPG Secretary

**PRACTICE POST SURVEY ACTION and IMPLEMENTATION PLAN.**

The practice and the PPG jointly agreed the action plan on 12/3/14.

The practice has implemented or will implement it as detailed below:

**PREVIOUS ACTIONS CARRIED FORWARD.**

- **Email communication with Patients.** 862 patients with recorded email addresses have been asked for consent to receive letters by email. New patient registration forms and text / email opt in forms were recently produced to record both email addresses and consent to receive letters by email status. All template letters now show email address if available and patient email consent status. If a patient does not have a consent status recorded, the letters display a message informing them how to signify consent or consent declined. IT systems configured and staff trained to use emails for routine letters. Use of emails to communicate with patients who have given consent commenced in Feb 2014.

**NEW ACTIONS.**

- **On line booking enhancements.** Simple repeat blood tests, BP monitoring and cervical smear appointments to be made available for booking on line by June 14
- **Additional in house services.** It has already proven possible to introduce a shared care drug detoxification service which was started in Jan 2014. Funding is currently available to introduce the highest priority service i.e. heart failure blood clotting risk test, and if still available in 2014/15 will be introduced as soon as possible. The practice will actively investigate with the SWCCG whether funding is available to introduce other additional in house services either into the practice, or in conjunction with other practices within the city, in order of priority: counseling, weight watchers, alcohol use education. It is, however, recognised that the commissioning and funding of such services is currently under review and subject to drastic changes which might not become clear until at least mid year.
- **Regular BP and Blood Test Monitoring and Recall.** The practice to introduce a monitoring system for patients who need regular testing to identify all the tests that the patients needs during the year across all conditions and issue a combined recall letter to them during their month of birth.

**Action Plan Publication / Dissemination:** The final action plan will be made prominently available on the practice website by the end of Apr 14. 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

25/3/14

Copy to:  
NHS England

PPG members.

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