



The Coastal Partnership

PPG Action Log for 2018/2019

Issue	Action Required	Owner	Date and Progress
Appointment System	<p>Article for local newsletters to be written.</p> <p>Keep appointment system under review: some patients find obtaining appointments online frustrating</p>	<p>Judy, Peter, Sharon</p> <p>PPG members and surgery staff</p>	<p>October 2018. Article written</p>
Extended hours	<p>From August appointments available Monday to Friday. Wed, Thurs, Fri at Easst Norfolk Medical Practice 6.30 to 8pm. Saturday and Sunday from September at The Lighthouse surgery. Book ahead through the surgery. This is a one year pilot</p>	<p>GPs/Locality Sharon</p>	<p>July 2018</p> <p>Included in article</p> <p>From January 2019, there will be health training sessions on alternate Mondays at Martham, from 6.30 to 8pm</p>
DNA Information	<p>Judy and Peter to include in articles for local press</p>		<p>July 2018</p> <p>DNA info sent to Judy for inclusion in articles</p>

	DNA information to be displayed on PPG notice boards DNA statistics to be sent from Nic to Judy to Surgery Leads quarterly	Judy, Nic Surgery Leads Judy, Peter	To be Actioned in next article
Changing role of receptionists	Judy and Peter to meet Sharon , Julia and Jackie to discuss, before writing article	Judy, Peter, Sharon, Julia, Jackie	October 2018 Action complete, article written
Patient Satisfaction Survey	Enact the survey, at the flu clinics and online Analysis and feed back before christmas. Decision re further roll out at next meeting	Judy, Sharon All	October 2018 Many patients completed surveys at the flu clinics Assistance from PPG members very helpful
PPG noticeboards	Notice Boards to be updated and have a uniform layout and colour scheme, to echo that used on screens. Glean information from New Patients Handbook, and apply	Judy, surgery leads, Nic, reception staff Judy, Surgery Leads, Nic, all	April 2018 further improvement and rationalisation of information needed October 2018 To be actioned in 2019

	as appropriate		
Online Registration	<p>Further push on this at this year's flu clinics Receptionists push eSCR</p> <p>Problems with patients getting online appointments</p>	Surgery staff, PPG members	<p>July 2018 More patients recruited at Martham Carnival event October 2018 Numbers increasing gradually</p> <p>ongoing</p>
Future of joint PPG meetings	<p>Focus on sharing some meetings in Coastal Partnership cluster Members interested in joint meetings, but want to retain regular Coastal Partnership PPG meetings. No wish to amalgamate.</p>	Judy, All	<p>October 2018 To be actioned in 2019</p>
Hospital Transport	<p>Contact Steph Tuvey before the July meeting</p> <p>Circulate email and report from Steph Tuvey</p>	<p>Judy</p> <p>Judy</p>	<p>April 2018</p> <p>July 2018 Report circulated</p>
Notice boards and information in Surgeries are sometimes	PPG members to assist by	All PPG	January 2018 The aim is that

<p>out of date, sometimes not relevant. Suggestion that more information could be displayed on the PPI screen.</p>	<p>keeping an eye on displays and liaising with surgery staff via the PPG Each surgery has a member of staff responsible for overseeing and updating noticeboards. PPG boards are <u>not</u> for general notices</p> <p>Members and surgery leads to check online New Patient Handbook for relevant info for PPG boards</p>	<p>members</p>	<p>information available in all surgeries should be consistent. April 2018 on-going: random information still appears on the boards July 2018</p> <p>Ongoing, for action 2019</p>
<p>Future of PPG</p>	<p>Assistance and publicity from PPG members and Practice staff</p> <p>PPG and staff working together at Flu clinics, and on articles for local press</p> <p>Next Meetings</p> <p>Discussion on timing needed: practice staff prefer afternoon meetings, which may preclude PPG members who work</p>	<p>Jacque Southam, Lindsay Seward,</p> <p>Judy/All</p>	<p>July 2018 Matham carnival event was a success Action completed</p> <p>Confirmed dates:</p> <p>Tuesday January 8th 2019 1 to 3pm</p> <p>Meeting dates in 2019 to be confirmed</p>