



# The Coastal Partnership

## PPG Action Log for 2017/2018

Issue	Action Required	Owner	Date and Progress
Appointment System	Suggested article for NR29 magazine/parish newsletter	Laura	January 2018 Laura has the article in hand
Extended hours	Agree process and service now that NHS England has decreed that services be available between 8am and 8pm from October 2018, not March 2019. Failure to comply will have funding implications	GPs/Locality Sharon	February 2018
DNA Information	Quality	Laura,	January 2018

	<p>Administrator, to include info on DNAs in her article for local newsletters.</p> <p>DNA information to be displayed on PPG notice boards</p>	<p>Judy, Nic Surgery Leads</p>	<p>Laura has the article in hand</p> <p>DNA statistics to be sent from Nic to Judy to Surgery Leads quarterly</p>
Changing role of receptionists	<p>Judy to ask Laura to include receptionist role in article for NR 29</p> <p>PPG members to spread understanding about the changing role of receptionists: the task has been delegated by the GPs, with the aim that patients get the right service</p>	<p>Judy, Laura</p> <p>All</p>	<p>9/01/2018</p> <p>All patients to be asked the nature of their problem, under the Care Navigation Programme</p> <p>Laura has the article in hand</p> <p>10/10/2017 Receptionist training underway. Some patient dissatisfaction with the new system. positive publicity needed. Article for NR29 needed Receptionists at Martham are being targeted/trolled by some patients, both online and in person. Explanatory article might enlighten the bullies.</p>
Patient Satisfaction Survey	<p>Questionnaire to be refined further. Date to be set for undertaking the survey in the spring.</p>	<p>Judy, Sharon</p> <p>All</p>	<p>9/01/2018</p> <p>Stuart to amend some points. Bring back to April meeting 10/10/2017</p> <p>Further amendments made to questionnaire for finalising at January meeting</p>

	PPG members to help with the survey		Peter Lavender will advise and assist with analysis of survey results
PPG noticeboards	Notice Boards to be updated and have a uniform layout and colour scheme, to echo that used on screens.	Judy, surgery leads, Nic, reception staff	9/01/2018 Action : surgery leads to continue to update boards, and meet two or three times a year Info re PPG to be included on PIP screens Home visit information to be included
Online Registration	Judy to Liaise with Nic re progress of online registration and enriched summary care record take up	Judy/Sharon/All Nic,	9/01/2018 Take up is increasing among both more mature and younger patients. Laminated cards explaining the process/benefits are now available
Future of Joint PPG meetings	Focus on meetings in Coastal Partnership cluster	Judy	9/01/2018 Judy attended PPG meeting at Newtown Surgery Further joint meetings with PPGs in the cluster to be arranged in 2018
Hospital Transport	Centre 81 can	Judy	9/01/2018 Judy to contact Steph Tuvey (Healthwatch) re progress of her work

	provide bookable transport cheaper than taxi. £5 annual membership	Karen  Irene	10/10/17 Irene told the group about the Martham Good Neighbour scheme by which volunteers will take elderly patients to surgeries and other medical appointments. The service is advertised in local newsletters, on posters locally and in Martham Community online 10/7/2017 Karen provided leaflets re Centre 81 services.
Notice boards and information in Surgeries are sometimes out of date, sometimes not relevant Suggestion that more information could be displayed on the PPI screen.	PPG members to assist by keeping an eye on displays and liaising with surgery staff via the PPG	All	January 2018 The aim is that information available in all surgeries is consistent

<p>Future of PPG</p> <p>:</p>	<p>Assistance and publicity from PPG members and Practice staff</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, Sharon</p> <p>Judy and all members, GPS and surgery staff</p> <p>All PPG members</p> <p>Judy/All</p>	<p><b>9/01/2018</b> Event planned for Martham Carnival: Jacque and Lindsay to coordinate. Event could be replicated at other local fetes/venues</p> <p><b>10/10/2017</b> meetings should take place where people are, rather than expecting people to come to a surgery</p> <p>Sharon is keen to arrange a venue for the meeting on services for the elderly in April. Lindsay will liaise with Sharon re organising his</p> <p><b>Confirmed dates:</b> Monday April 9th 6 to 8pm Monday July 9th 6 to 8pm Tuesday October 9th 1 to 3pm</p>
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