



The Coastal Partnership

PPG Action Log for 2017/2018

Issue	Action Required	Owner	Date and Progress
Surgery Leads	<p>Leads to meet to discuss presentation and content for noticeboards.</p> <p>Discussion with reception staff and Nic Woods</p>	S/Leads Judy	<p>Role: To update PPG board at regular intervals. With other PPG members, help the surgery with patient questionnaires Inform other surgery users, and bring issues raised to PPG meetings Sue Wilkinson is now Caister Surgery Lead November 2017 Surgery Leads Meeting</p>
Appointment System	Suggested article for NR29 magazine/parish newsletter to include appointment information, particularly re repeat appointments	Judy/Laura	<p>Clarity re repeat appointments, Patients should ask GPs for appointment slips to clarify further appointments need to give to receptionists</p>

PPG forms on Reception desks: where do they go?	Process to be clarified and rationalised. Prospective members to be contacted	Sharon and Lead receptionists	Receptionists should input data onto PPG site and email to Chair. 10/10/2017 Lead receptionists to ensure process is clear
DNA	Quality Administrator, to include info on DNAs in her article for local newsletters. DNA information to be displayed on PPG noticeboards	Sharon, All Laura, Judy t Nic, Sharon, receptionists Mike Swallow	10/10/2017 DNA much reduced Text reminders have helped. Only appointments in patient's registered surgery can be texted automatically Receptionists would like a fully automated system.. Mike Swallow agreed to look into this. Receptionists do not always have the time to send manual texts.
Changing role of receptionists	Judy to ask Laura to include receptionist role in article for NR 29	Judy. Laura	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.

Patient Satisfaction Survey	Questionnaire to be refined further. Date to be set for undertaking the survey in the spring. PPG members to help with the survey	Judy, Sharon All	10/10/2017 Further amendments made to questionnaire for finalising at January meeting 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, reception staff	Meeting scheduled for 7/11/2017
Online Registration	Judy to Liaise with Nic re publicity and process simplification for online registration: screen, notice boards, laminated cards, receptionist push	Judy/Sharon/All Nic, Mike Swallow	Take up is increasing among both more mature and younger patients. publicity at Flu day resulted in Enriched Summary Care Records increasing by 100 Laminated cards explaining the process/benefits are now available
Future of Joint PPG meetings	Focus on meetings in Coastal Partnership locality Meeting with Wymondham PPG less of a priority	Judy	meeting with PPGs in our locality within the CCG arranged for 6/11/2017

<p>Hospital Transport</p>	<p>All members to contribute information</p> <p>Centre 81 can provide bookable transport cheaper than taxi. £5 annual membership</p>	<p>All members</p> <p>Karen</p> <p>Irene</p>	<p>11/7/16 transport for patients in outlying villages without access to a car is both lacking and confusing. Members to pool information, experience and ideas to contribute to a local database, to highlight shortfalls, and to seek alternatives/solutions</p> <p>10/7/2017 Karen provided leaflets re Centre 81 services. ? leaflets to be available in surgeries?</p> <p>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</p>
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<p>Future of PPG</p> <p>:</p>	<p>General meetings need to tie in with changes in the Practice, and the implications of STP</p> <p>First meeting will now be on services for the elderly. Date venue and publicity/targeting to be finalised</p> <p>Next Meetings</p>	<p>Judy and all members, GPS and surgery staff</p> <p>All PPG members</p>	<p>10/10/2017</p> <p>Consider holding meetings should take place where people are, rather than expecting them 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>arranged for 9th at 1pm at Martham surgery</p> <p>Provisional dates:</p> <p>Monday April 9th 6 to 8pm Monday July 9th 6 to 8pm Tuesday October 9th 1 to 3pm</p>
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