



The Coastal Partnership

PPG Action Log for 2018/2019

Issue	Action Required	Owner	Date and Progress
Articles for local newsletter and local press	Articles for local newsletters to be written.	Judy, Peter, Sharon PPG members and surgery staff	October 2018. First Article written on Receptionist role and appointment system. Mary Weatherstone, the practice pharmacist writes regular pieces for local newsletters, and will send copies to Judy for distributin to PPG members
Improved Access	From August 2018 routine appointments available Monday to Friday: Mon and Tues at Martham, Wed, Thurs, Fri at East Norfolk Medical Practice 6.30 to 8pm. Saturday and Sunday 8 am to noon, at The Lighthouse surgery. Book ahead through patient's registered surgery. This is a one year pilot	GPs/Locality Sharon	July 2018 Included in article From January 2019, there will be health training sessions on alternate mondays at Martham, from 6.30 to 8pm January 2019 System working well, good feedback. more publicity needed
DNA Statistics	Judy and Peter to include in		July 2018

	<p>articles for local press</p> <p>DNA information to be displayed on PPG notice boards</p> <p>DNA statistics to be sent from Nic to Judy to Surgery Leads quarterly</p>	<p>Judy, Nic Surgery Leads</p> <p>Judy, Peter</p>	<p>DNA info sent to Judy for inclusion in articles</p> <p>To be Actioned in next article by Mary, or Judy and Peter</p>
Changing role of Receptionists	Judy and Peter to meet Sharon , Julia and Jackie to discuss, before writing article	Judy, Peter, Sharon, Julia, Jackie	<p>Action complete, article written</p> <p>January 2019</p> <p>Less harrassment of reception staff reported: new system more widely understood</p>
Patient Satisfaction Survey	<p>Enact the survey, at the flu clinics and online</p> <p>Analysis and feed back before christmas.</p> <p>Decision re further roll out at next meeting</p>	Judy, Sharon All	<p>October 2018</p> <p>Many patients completed surveys at the flu clinics</p> <p>Assistance from PPG members very helpful</p> <p>January 2019</p> <p>Survey to be repeated in waiting rooms during 2019, PPG members to encourage, explain and assist</p>

PPG noticeboards	<p>Notice Boards to be updated and have a uniform layout and colour scheme, to echo that used on screens.</p> <p>Glean information from New Patients Handbook, and apply as appropriate</p>	<p>Judy, surgery leads, Nic, reception staff</p> <p>Judy, Surgery Leads, Nic, all</p>	<p>2018 further improvement and rationalisation of information needed To be actioned in 2019 January 2019 : Judy to glean information, and convene meeting of surgery leads</p>
Online Registration	<p>Further push on this at this year's flu clinics Receptionists push eSCR Problems with patients getting online appointments PPG members to assist by demonstrating how it works.</p> <p>Mobile phone app suggested as most user friendly method of access</p>	Surgery staff, PPG members	<p>2018 More patients recruited at Martham Carnival event January 2019 Numbers increasing gradually: NHS target is 10% of all patients. Coastal partnership rate is 7.5%. Elderly population, lack of IT awareness and equipment. Development of phone app suggested</p> <p>Ongoing</p>
Future of joint PPG meetings	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.	Judy, All	To be actioned in 2019

Hospital Transport		Judy	July 2018 Steph Tuvey's report circulated January 2019 New contract for hospital transport awarded to E-zec Medical Transport Services Limited
<p>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.</p>	<p>PPG members to assist by 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>	All PPG members	<p>January 2018 The aim is that 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>
Future of PPG	<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>All members, surgery staff and local press</p> <p>Judy/All</p>	<p>July 2018 Matham carnival event was a success</p> <p>Action completed</p> <p>January 2019: local articles have attracted some new members. Focus on communicating new developments to continue</p>

	<p>Next Meetings Discussion on timing needed: practice staff prefer afternoon meetings, which may preclude PPG members who work</p>		<p>Agreed that autumn/winter meetings will start at 1pm, and spring/summer meetings at 6pm. all at Martham Surgery</p> <p>January 2019 Confirmed dates: Tuesday January 8th 2019 1 to 3pm Monday April 8th 6 to 8pm Monday July 15th 6 to 8pm Tuesday October 8th 1 to 3 pm</p>
--	-------------------------------------------------------------------------------------------------------------------------------------------------	--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------