

## Keyworth Medical Practice Patient Participation Action Plan 2017

### **Support Keyworth Medical Practice (KMP) in seeking the views of patients on all aspects of the services provided by the practice**

Seek views from patients on the care they receive from all staff in the practice (excluding clinical care)

Review results of any audit process with the practice manager and how negative issues raised can be improved

Communicate positive feedback from patients on the delivery of services by all staff

### **Maintain and grow a 'virtual' patient group to enable a wider communication with a representative practice population**

Canvas patients to sign up to being a member of the virtual Patient Participation Group

Maintain a list of virtual members

Send out newsletters, questionnaires and any other information to keep the wider population of the practice informed

Seek views on issues related to the practice where appropriate

### **Assist the practice in informing as many of the patients of health updates, changes in services, patient responsibilities and the work of the Patient Participation Group (PPG)**

Maintain the publication and distribution of newsletters, newsbytes, patient information booklets, posters, displays

Develop social media opportunities for informing patients

Monitor KMP website, reviewing information and liaising with the practice manager to maintain an up to date and easy to follow website

Spend time in the practice talking to patients

### **Support the Practice in the delivery of seasonal services e.g. Flu vaccination**

Provide practical support to the staff on 'flu day'

Provide information for patients on current health topics with displays and leaflets etc

Discuss the role of the PPG with patients attending

Raise funds for local charities

### **Assist and support the practice in reducing the number of missed appointments by patients (DNA)**

Monitor the figures for DNAs and compare numbers year on year with KMP

Suggest and help implement solutions to reduce figures

Keep patients informed of the ways in which we are trying to reduce the number of DNAs

Keep patients informed of the number of missed appointments

### **Support the practice in introducing NHS initiatives**

Consider the impact on KMP patients of proposed changes to services i.e. new services, changes to services or the decommissioning of existing services

Offer practical support to the practice in implementing new services