

## Action Plan 2019

Issue	Actions	Outcomes
Promote health issues and highlight National campaigns	Displays every 6 weeks; library displays; regular update of PPG notice board, quarterly PPG newsletters, Facebook	Patients can be kept informed of health campaigns giving access to information without solely relying on patients going online
Promote Self Care	Displays every 6 weeks; library displays; regular update of PPG notice board, quarterly PPG newsletters, Facebook	Improves awareness of how patients can improve their own health and possibly leading to less patients needing to see a GP
Promote online services	Through the website, PPG newsletter, through the new TV monitor	Reduces phone calls to reception, reduces queues at reception
Increase the number of virtual PPG members	Leaflets in the library and GP waiting room	Disseminating information quickly and easily through email
Publicise PPG Facebook page	In Keyworth news, through the newsletter and website	Keeping patients informed
Continue work on DNA figures and how to reduce no shows	Keep evaluating the monthly DNA figures, highlighting to patients the problem of DNAs	To reduce DNAs so that appointments aren't wasted unnecessarily
Updating the GP Practice website	Help the practice update the website	Patients have reliable information
Responding and acting on patient comments	Evaluating the patient comments every month and taking action where necessary	Improving patient experiences. Informing patients what topics came up and what action has been taken as a result of their comments
Promote online repeat prescriptions	Through the website, PPG newsletter, produce and promote information about the benefits of booking online	Reduces phone calls to reception, reduces queues at reception

Devise and conduct an annual patient survey	To be conducted during PPG week in June. Questionnaire to be around current issues. Take questionnaire to school / college to get younger patient's views. Identify people who could facilitate this.	To highlight where problems may be happening and to improve the service to patients by making suggested improvements
Plan PPG week for June	Devise a questionnaire and discuss current topics, display for the week, promote virtual PPG handing out forms	Promote PPGs
Continue to promote services out of hours	111 display, informing patients of weekend services	To signpost patients to the correct service out of the normal hours of the GP practice, to reduce attendances to A&E