

**Chilwell Valley & Meadows Surgeries**  
**Patient Participation Group Agreed Action Plan 2013/14**

<b>Item</b>	<b>Issue / Priority Area</b>	<b>Proposed Action</b>	<b>Timescale</b>	<b>Responsibility</b>
1.	Patient information: patients have requested more information about the doctors and their interests	Update patient information leaflet and website with doctor's photos and profiles.	4 months	Ed Longridge
2.		Produce a photo board of GPs and staff – one for each surgery site	4 months	Linda Allum
3.	Appointments – possible triage system: more investigation is needed before committing to this option in view of comments and concerns raised in the annual patient survey.	Undertake audits and feasibility study for a possible GP based telephone triage system	9 months	Dr Churchill Dr Lott
4.	Appointments – online booking: although use has increased many patients are still unaware of the service.	Increase awareness of online facilities: add information to prescription repeat slips; include in new patient information; poster in waiting rooms; include reminder in newsletters.	6 months	Ed Longridge Linda Allum
5.	Patient involvement: the PPG are keen to increase number of patients involved in the virtual and face to face groups.	Promote active recruitment to the PPG: add information to prescription repeat slips; include in new patient information / practice leaflets; poster in waiting rooms; include reminder in newsletters.	6 months	Ed Longridge Linda Allum
6.	Monitor progress on 4 and 5 above	Include questions regarding awareness of online facilities and the PPG in the next patient survey.	10 months	Dr Churchill