

Action Plan

Taken from Patient Participation Group
(PPG) Meeting 25.01.2012

- ➡ Both receptionists and patients need to be more friendly – all briefed
- ➡ Introduction of worker's appointments – early & late (article in the newsletter) – done
- ➡ Names of PPG members to displayed in public, village notice board being considered – c/f
- ➡ Organise the cleaning of carpets in public areas – done
- ➡ Look at cleanliness and quality of magazines and toys at all surgeries – on a rota for checking and being done
- ➡ Receptionists told to say when significant wait times to see clinicians – briefed
- ➡ Looking into re-introduction of self check-in computer in reception (Eyam Surgery) – done
- ➡ A notice in small waiting room that patients can wait in the main reception area if the waiting

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room is congested, and to inform receptionist of their whereabouts. - done

- ➡ A notice saying that test results can only be requested after 2pm. That receptionists not medically qualified (newsletter article) urgent results dealt with more quickly - c/f
- ➡ 'A day in the life of a GP/ Practice Nurse' article in newsletter - c/f
- ➡ Encouraging use of email facility for repeat prescriptions (same turn around time as telephone requests) - and encouraging Patient Access
- ➡ Looking into cost of introduction of debit/credit card machine, as well as poster stating still accepting cheques - still too expensive
- ➡ Village magazine, Bradwell news/church newsletter and Peak Advertiser when newsletters available - c/f
- ➡ Receptionists to ask, appropriately, the reason for making appointments. Warning in review letters so patients aware - done