

Action Plan

Taken from Patient Participation Group (PPG) Meeting and Patient Survey 2013/14

- ➡ To look into increasing the different services at the branch sites
- ➡ To look at creating more nurse appointments
- ➡ To brief the receptionist on how to speed up with telephone calls
 - ➡ To stop the receptionists promising patients specific times that a doctor or nurse will call them back.
 - ➡ To re-introduce the self check-in facility in reception at Eyam surgery
 - ➡ To complete the new car park
 - ➡ To increase the number of disabled spaces
 - ➡ To improve the pathway to the surgery
- ➡ To constantly check to ensure posters are in date.
 - ➡ To ensure all leaflets are within date and easily accessible.
 - ➡ To signpost the confidential booth

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- ➡ Ensure door is open in DGs waiting area on hot days and fan switched on.
 - ➡ Ask cleaner to look after the plants
 - ➡ To encourage patients to sign up to Patient Access
- ➡ Names of PPG members to displayed in public, village notice board being considered
 - ➡ 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
 - ➡ Village magazine, Bradwell news/church newsletter and Peak Advertiser when newsletters available – c/f