

PATIENT PARTICIPATION GROUP

ACTION PLAN

Date of Meeting 3 October 2017



<u>Title and Action</u>	<u>Action Owner</u>	<u>Timeframe for Completion</u>	<u>Status</u>
<u>Previous Meeting Actions</u> <ul style="list-style-type: none">• Consider text/e-mail response to patients who fail to attend asking why?• Analyse those who've had a text to see if there is a difference to future attendance.	Jan/Aileen/Angeline Aileen	Nov 2017 Feb 2017	
<u>Online Survey</u> <ul style="list-style-type: none">• Investigate partnership with working with RNLI/ Gaiety• Entire PPG to asked to consider mission statement• Display comments from PPG survey in waiting room• Consider low-level notice board in middle of seating arrangement	Jan Jan Angeline Practice Team	Jan 2017 Nov 2017 Oct 2017 Oct 2017	
<u>Work Experience Opportunities</u> <ul style="list-style-type: none">• Consider role play scenarios for patient consultations	Practice Team	Oct 2017	
<u>Flu 2017</u> <ul style="list-style-type: none">• Film educational video for nasal flu	Jan	Oct 2017	
<u>South Ayrshire Life</u> <ul style="list-style-type: none">• Consider promoting our sixth year work placement opportunities	Jan	Oct 2017	

via the new South Ayrshire Life website			
<u>Smoke Free Homes</u> <ul style="list-style-type: none">Promote Smoke Free Homes across our notice boards and social media in the usual way	Angeline	November 2017	