

## PATIENT PARTICIPATON GROUP

### ACTION PLAN

Date of Meeting – Tuesday 23 February 2016



<u>Meeting Date</u>	<u>Title &amp; Action</u>	<u>Action Owner</u>	<u>Timeframe for completion</u>	<u>Status</u>
23/02/16	<b>"Did You Know....?" Displays</b> <ul style="list-style-type: none"><li>• Explore average cost of medicines per patient and advertise if possible</li><li>• Update waiting room display</li></ul>	Jan Angeline	March 2016 Ongoing	
23/02/2016	<b>Patient Satisfaction Questionnaire</b> <ul style="list-style-type: none"><li>• Collate results for discussion</li></ul>	Aileen	March 2016	
23/02/2016	<b>Car Parking</b> <ul style="list-style-type: none"><li>• Liaise with local car park owners to allow short stay free parking</li></ul>	Jan	June 2016	
23/02/2016	<b>Spring Newsletter</b> <ul style="list-style-type: none"><li>• Newsletter to be distributed by e-mail, District Nursing Team and displayed in waiting room</li></ul>	Angeline	March 2016	
23/02/2016	<b>Practice Telephone Number Identification</b> <ul style="list-style-type: none"><li>• Inform patients in the next Newsletter, a local number is used by the Practice for outgoing calls, though this won't receive incoming calls</li></ul>			