

PATIENT PARTICIPATION GROUP

ACTION PLAN

Date of Meeting 8th October 2019



<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">• Drop-off point –Ayrshire Roads Alliance unable to accommodate as road not wide enough.• Smoking Cessation Clinics – Tuesday night now offered, vaping v smoking discussed and demographics reviewed. Demographics will be displayed in waiting room to increase awareness of Quit Your Way clinics.• Newsletter suggestions – advertise in winter newsletter, social media.• Health campaigns – offered availability of notice board space to all patients by poster and social media• Notice boards – updated and photos posted on social media• Email/ mobile number demographics – reviewed by group and will be displayed in waiting room/ social media	Jan Angeline Angeline Kingsleigh Kingsleigh Angeline	 November 2019 December 2019 November 2019 Rolling project November 2019	Complete
<u>Patient Satisfaction Survey</u> <ul style="list-style-type: none">• Display comments on notice boards and social media• Publicise new survey being sent out now	Angeline Angeline	November 2019 November 2019	

<ul style="list-style-type: none"> Review appointment waiting times 	Practice team	February 2020	
<p><u>Attend Anywhere</u></p> <ul style="list-style-type: none"> Carry out test video consultation with PPG volunteer 	Angeline/ Jan	November 2019	
<p><u>Serial Prescribing</u></p> <ul style="list-style-type: none"> Email all PPG members to canvas interest and suitability for serial prescribing and audit feedback following initial prescribing period. 	Angeline/Jan	November 2019	
<p><u>Prescription Line Audit</u></p> <ul style="list-style-type: none"> Results discussed with group and will be displayed in waiting room and social media 	Angeline	November 2019	
<p><u>Ayrshire Unscheduled Care Service (AUCS)</u></p> <ul style="list-style-type: none"> NHS A&A to be asked for update on the proposed change of management of AUCS (formerly Ayrshire Doctors On Call – ADOC) 	Jan	December 2019	