

## **PATIENT PARTICIPATION GROUP**

### **ACTION PLAN**

**Date of Meeting 2 September 2025**



| <b><u>Title and Action</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b><u>Action Owner</u></b>                            | <b><u>Timeframe for Completion</u></b>                   | <b><u>Status</u></b> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------------|----------------------|
| <b><u>Previous Meeting Actions</u></b><br><b>Health Screening</b> <ul style="list-style-type: none"><li>• Lauren to create video of smear process</li></ul> <b>Carpark</b> <ul style="list-style-type: none"><li>• Photo of designated disabled space added to website</li></ul> <b>Prescription Message</b> <ul style="list-style-type: none"><li>• Add message to prescription line 1 week in advance of any surgery closures/ training events</li></ul> <b>Practice Statistics</b> <ul style="list-style-type: none"><li>• Update practice activity stats</li></ul> | Lauren<br><br>Angeline<br><br>Rx Team<br><br>Angeline | Dec 2025<br><br>Sept 2025<br><br>Ongoing<br><br>Oct 2025 |                      |
| <b><u>Holly Health</u></b> <ul style="list-style-type: none"><li>• Promote service on Social media etc.</li><li>• Flyers in consulting rooms with QR Code</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                    | Angeline                                              | Sept 2025                                                |                      |
| <b><u>Health Screening Event</u></b> <ul style="list-style-type: none"><li>• Promote and send invites</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Jan                                                   | Sept 2025                                                |                      |
| <b><u>Breast Screening</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Jan                                                   | Dec 2025                                                 |                      |

|                                                                                                                                           |                 |              |          |
|-------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------|----------|
| <ul style="list-style-type: none"> <li>Highlight notes of non-attenders</li> <li>Share phone number of screening service</li> </ul>       | Angeline/ Ellie | Sept 2025    |          |
| <b><u>Communication Friendly Environments</u></b>                                                                                         |                 |              |          |
| <ul style="list-style-type: none"> <li>Print and distribute resources</li> </ul>                                                          | Ellie           | Sept 2025    |          |
| <b><u>Therapets</u></b>                                                                                                                   |                 |              |          |
| <ul style="list-style-type: none"> <li>Consider options for allowing patients therapy pets in appointments</li> </ul>                     | Partnership     | Ongoing      |          |
| <b><u>Our Future Health Scotland</u></b>                                                                                                  |                 |              |          |
| <ul style="list-style-type: none"> <li>Promote on social media</li> </ul>                                                                 | Angeline/ Ellie | October 2025 |          |
| <b><u>Any other Business</u></b>                                                                                                          |                 |              |          |
| <ul style="list-style-type: none"> <li>Cycle rack – contact landlord for consideration</li> <li>Add to tenant’s meeting agenda</li> </ul> | Jan<br>Jan      | September    | Complete |