

Action plan for Patient Participation Group priority areas for
2014/15

Area:	Action	By whom/By when
Redecorate waiting room	Redecoration of waiting room and replacement of flooring. Replace display boards and pockets. Review seating and general facelift	Landlord to redecorate and replace flooring. Practice to replace display boards and pockets. general facelift completed December 2014
Final Booster Vaccinations	Attempt to improve teenage recall system for final booster vaccinations – Diphtheria, tetanus, polio & meningitis C	Practice administration team will instigate a recall system which will run on a monthly recall basis. <i>Total number of teenagers to be contacted = 83 all have been contacted</i>
Patients who fail to attend appointments	Bearing in mind current recruitment difficulties with doctors the group felt that trying to address recurrent poor attenders would be helpful	Practice Manager & Secretarial team weekly review of all patients failing to attend on at least two occasions - all offenders will be informed in writing. FTA: June = 8 patients (1hr 20m) July = 22 patients (4 hrs) Aug.=10 patients(1hr 20m) Sept. = 15 patients (2.5 hr) Oct. = 8 patients (1.3 hr) Nov = 15 patients (2.5 hr) Dec. = 14 patients (2.3 hr)

Feedback on progress will be via poster in waiting room/
practice website/ autumn/winter newsletter