

HARTINGTON SURGERY ACTION PLAN 2014/15 – Suggestions and proposals agreed by Hartington Surgery Patients Group

Patient Participation Group Suggestion	Discussed and agreed with Patient Participation Group	Proposed Action	Timescale	Action Completed
PPG Facebook page	10/11/14	Set up Facebook page Use media to inform patients of changes/updates/PPG meetings/donations/ good news etc.	31/03/15	02/03/15 – PPG Facebook page is now operational. Practice lead and PPG vice chairperson will act as administrators. Practice and PPG news to be updated regularly together with links to relevant NHS news.
Facility to pay for prescriptions by debit card	10/11/14	Discussed at length with PPG and practice team. Would be useful for patient convenience.	31/03/15	There is no plan to introduce card machines for payment. Some systems use mobile phone connectivity, poor signals at Hartington would make this extremely difficult. Prescription fees are set nationally and further fees for using cards cannot be added, therefore, this would be a practice expense. Payment by cheque will continue to be accepted. Cash withdrawal facilities are available in the village 5 days per week during post office opening hours.
Door access for disabled people or poor mobility	10/11/14	Ramps and door ‘grab’ handles already in place. Install door bell and notice advising patients who require further assistance with the door to ring the bell Staff training	31/03/15	Completed – 17/01/15 Door bell installed together with a sign. Staff trained and aware and available to respond/assist

Patient reminder system/information link with Practice	10/11/14	'Flo' install Florence software – patient/practice integrated system which enables patients with certain chronic conditions or who are vulnerable to sign up for text message reminders/alerts as appropriate to their healthcare	31/03/15	24/11/14 - 'Flo' software installed and set up. The system has been successfully piloted with selected patients. More functionality is currently being added to enable more widespread use.
Define and publicise nurse roles and responsibilities	10/11/14	Use waiting room display screen to add presentation which details different nurse roles and responsibilities	31/03/15	27/03/15 – Nurse roles and responsibilities presentation displayed on waiting room display screen.
Waiting room display screen	10/11/14	Assign, and train staff member to maintain/update and be responsible for relevant up to date information	31/03/15	Completed - 26/01/15 Staff member received training plans in place to utilise the display screen more to ensure it remains up to date, informative and interesting.
Improve widespread communications	10/11/14	Recognition that practice is rural and covers a vast area. This creates issues when trying to communicate to patients who do not attend the Surgery. Existing website – available to all 24/7 Send flyers out to Parish Councils within practice boundary with a request to display on Parish notice boards regarding important information/changes Distribute newsletters with Parish newsletters wherever possible	31/03/15	In addition to the existing Practice website and new PPG Facebook page plans are in place to distribute Practice newsletters more widely via individual village communications. Practice website links are available via local village websites.