

## Hartington Surgery Action Plan 2013/14

### Suggestion and proposals agreed by Hartington Surgery Patients Group

Patient Participation Group Suggestion	Discussed and agreed with Patient Participation Group	Proposed Action	Timescale	Action Completed
Electronic access to medical records	11/11/13	<p>Obtain consent from interested members of the PPG to trial 'electronic access to their medical record'.</p> <p>Discuss with Practice team.</p> <p>Prepare simple, easy to follow, instructions to assist patients in completing registration process to obtain secure PIN and password.</p> <p>Collect feedback from PPG members using the system.</p> <p>Ultimate aim to make this facility available to all patients upon request.</p>	31/03/14	<p>13/11/13</p> <p>Discussed with the whole practice team at monthly Practice meeting.</p> <p>20/11/13</p> <p>System enabled and passwords/PIN supplied to PPG members who gave consent to trial 'electronic access to their medical record'.</p> <p>27/11/13</p> <p>Positive feedback obtained from PPG.</p> <p>12/03/14</p> <p>Electronic access to records rolled out to all interested patients.</p> <p>Patients informed about this service via Spring 2014 newsletter.</p>
SMS text message appointment reminder system	11/11/13	<p>Contact Emis, system software supplier, to set up an SMS text message reminder system.</p> <p>Contact GEM to set up secure NHS mail account to execute messages.</p> <p>Discuss with Practice team and prepare simple, easy to follow instructions for Practice staff.</p> <p>Collect new, and update existing, mobile numbers. Inform patients.</p>	31/03/14	<p>21/11/13</p> <p>System enabled and working.</p> <p>15/01/14</p> <p>Discussed with the whole practice team at monthly Practice meeting.</p> <p>12/03/14</p> <p>Patients informed about this service via Spring 2014 newsletter.</p>
Bicycle parking racks	11/11/13	To purchase and install bicycle parking racks in the front car park.	31/03/14	<p>15/12/13</p> <p>Completed – 2 bicycle parking racks installed</p>

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<p>Explore Dispensary problems/delays in supplying or stocking some medications.</p>	<p>11/11/13</p>	<p>Dispensary audit of stock problems and difficulties in obtaining some drugs.                      Discuss with clinical team.                      Continue to report stock problems to suppliers/wholesalers.                      Source from several suppliers wherever possible.                      Bulk order restricted items at beginning of the month.                      Offer a prescription to take to a chemist.                      Discuss with a clinician and offer alternative therapy when products are withdrawn or out of stock long term – this is out of Practice control.                      Keep patients informed.</p>	<p>31/03/14</p>	<p>19/03/14                      Proposals discussed with Practice team and enforced as good 'day to day' practice.</p>
<p>BP monitor in waiting room</p>	<p>11/11/13</p>	<p>Evaluate purchasing a 'user friendly' BP monitor which is located in the Reception area for patients to check their own BP.                      Discuss with clinical team.                      Evaluate cost and practicalities.</p>	<p>31/03/14</p>	<p>Discussion with the clinical team concluded that this would not be practical and may cause concern for patients with 'out of range' BP's.                      Other risk factors should be considered when determining 'normal' BP's and monitoring should be accompanied by clinical advice/support.                      Not cost effective.                      A second Practice Nurse has been recruited and there are plans to train another Health Care Assistant to ensure adequate appointment capacity for BP checks.</p>
<p>Village defibrillator information</p>	<p>11/11/13</p>	<p>Ensure the waiting room display monitor informs patients of the location of the village defibrillator.</p>	<p>31/03/14</p>	<p>12/11/13                      Completed</p>
<p>Dog 'hitching' posts</p>	<p>11/11/13</p>	<p>Put hook close to front entrance so that patients can secure their dogs outside.</p>		<p>20/03/14                      Completed</p>