

Ightenhill Medical Centre

PPG Action Plan

2013

Ightenhill Medical Centre PPG Action Plan 2013	Review Deadline	Progress	Outcome
Action /Priority			
<ul style="list-style-type: none">• Promote the Disabled door, to use for Confidentiality reasons	3 months	Signs are displayed on the door.	Completed
<ul style="list-style-type: none">• Promote Practice Website	3 months	Promoted in newsletter/Signs displayed in waiting area.	Patients responded well to this method and were happy to engage
<ul style="list-style-type: none">• All new patients to be given Practice Leaflets/Newsletters at Registration	3 months	Included with registration forms	on going
<ul style="list-style-type: none">• Provide extra training for new Reception Staff	3 months	In progress	on going

At the last PPG meeting and following the completion of the patient survey, the practice and the PPG considered the results, prior to this action plan being agreed and completed.

It was decided that four key areas for improvement were clearly identifiable from the survey.