

**Woodingdean Medical Centre –Patient Participation
Group
Action Plan of 3 Priority areas and outcomes for
2014/15**

1. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Complaints</p>
<p>What actions were taken to address the priority?</p> <p>A meeting was held with our PPG and recent complaints were discussed with the members and staff.</p> <p>Access and appointments – extended hours now in operation and online appointments in January 2014</p> <p>Calling system for partially sighted patients – staff to now alert the clinician who the patient is seeing to come into the waiting room and call the patient by name.</p> <p>Collection of certificates – new system now in place for collection</p> <p>Telephones and text messaging services – computer problem and now all in order.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The minutes were shared with all the PPG members and outcomes were discussed on how improvements could be made. The minutes were then placed on the website</p>

Priority area 2

Description of priority area:

Self Care forum - education for patients in dealing with minor ailments

What actions were taken to address the priority?

A volunteer has been recruited to help us promote this within the PPG and practice. PPG members and staff were given a presentation on self-care and how we would promote this in the new year. Leaflets giving guidance on how to deal with minor ailments will be on display in the waiting room and the library area. PPG members are organising a Self-Care promotion week in the new year in the waiting room. A sub-committee has been formed to work on this priority area and staff and PPG are all happy to work with our patients to promote this.

Result of actions and impact on patients and carers (including how publicised):

Publicised in the waiting room and website in the new year – we hope that patients will be well informed and able to feel empowered to care for themselves with good safe information on minor ailments and treatments.

Priority area 3

Description of priority area:

Age generation project of our elderly and isolated patients to bring two age groups together and to learn from each others experiences in an age generation topic of "my school days"

What actions were taken to address the priority?

Our PPG have been given the opportunity to bid for some funding to enable them to reach the wider community. The school have been contacted and are happy to support the project.

Result of actions and impact on patients and carers (including how publicised):

As a group it was decided to run an age generation project with our elderly and isolated patients and our local primary school children. It was decided to utilise the funds to bring both groups of ages together to a luncheon at the Surgery and allow both groups to discuss what school is like now and what school was like for our older generation patients in there day. The PPG members felt a recording of some of the discussion and a memory book of the day would be a good outcome of the project and this in turn could lead to this project being rolled out across the city.

We are also hoping that our isolated patients will feel a sense of usefulness and community involvement and maybe form new friendships and contacts. For the children it will be a good education of what things were like in times gone by and a chance to experience meeting and talking to an older generation and communicating in a different way than they are used to.

