

RIVERBANK MEDICAL SERVICES PPG DES ACTION PLAN
2012/13

<u>POINTS RAISED</u>	<u>REASON</u>	<u>RESPONSE</u>	<u>TIMESCALE</u>	<u>CONCLUSION</u>
<u>2011/12</u>				
1.Lack of Privacy at reception . 4.The patients would like the chairs in reception to face the reception window	Due to close proximity of neighbouring practice reception window. Some patents are hard of hearing and due to distance of seating and location away from corridor they cannot hear doctor when he/she calls them.	To enquire about the purchase and installation of privacy screens. The PPG are willing to fund this work with funds raised . PPG Chair to meet with neighbouring practice PPG members and health centre manager to discuss.	3 months	Due to lack of response from neighbouring practice and PCT not initiated at present
2. The noise from television screens win 3. Magazines would be nice in waiting area .	The waiting area is shared with a branch surgery and there are 2 screens in the waiting area within a small space. Each has its own dialogue which creates cross noise. Would rather have these than the television screens	The PPG Chair to meet with neighbouring practice PPG members and health centre manager to discuss PPG to furnish waiting room with magazines discuss.	3 months	Television screens switched off and magazines installed
<u>2012/13</u>				
To further highlight the existence of PPG	No new recruits to PPG in last 1 year despite 50% of patients aware of its existence. Make the group more accessible on a less formal basis than joining	PPG members to hold an open access session on Wednesday morning every week for patients. This hopefully will enable the group to assess the main areas for improvement to practice services from the patient perspective to assist with future practice planning.	3 months	The success of this session will be analysed and the result published by end March 2014

