

**Abercromby Family Practice
Patient Participation Group
ACTION PLAN 2014-15**

Area Identified for Improvement / Change	Lead Responsible for Implementation	Timescales for Implementation	Completed	If contractual change please discuss with NHS England and note NHS England response
<p>GP Appointments: Full review, brief survey, recommendation shared with PPG and implementation.</p> <p>Aimed to reduce the length of time to next routine GP appointment.</p>	<p>Practice Manager - Linda Foster</p>	<p>Full review and brief survey – December 2014</p> <p>Recommendations shared and discussed with PPG – January 2015</p> <p>Implementation – March 2015</p> <p>Initial review due April/May 2015</p>	<p>January 2015</p> <p>January 2015</p> <p>March 2015</p>	
<p>Recruitment of: Practice Manager GP x 2 Practice Nurse Reception Supervisor IM&T Facilitator</p> <p>PPG involvement in the whole recruitment process; from need to applications to interview panel.</p>	<p>GP Partners</p> <p>Practice Manager - Linda Foster</p> <p>PPG Chair – Sylvia French</p>	<p>Practice Manager October 2014</p> <p>GP x 2 February 2015 April 2015</p> <p>Practice Nurse May 2015</p> <p>Reception Supervisor December 2014</p> <p>IM&T Facilitator May 2015</p>	<p>October 2014</p> <p>February 2015</p> <p>December 2015</p>	

<p>Friends and Family Test. New contractual obligation with effect from 1.12.14.</p> <p>PPG support with promotion and understanding</p>	<p>Practice Manager - Linda Foster</p> <p>PPG Chair – Sylvia French</p>	<p>December 2014</p>	<p>December 2014</p>	
<p>Re-commence production of quarterly practice Newsletter. To include prices for prescriptions with options on pre-payments</p>	<p>PPG Chair – Sylvia French</p> <p>Practice Manager – Linda Foster</p>	<p>First new style edition to be available Summer 2015</p>		<p>n/a</p>
<p>Improve access to practice services for deaf patients. To include the facility for an Induction Loop.</p>	<p>Practice Manager – Linda Foster</p>	<p>Costings to be sourced May 2015</p> <p>GP Partner agreement to be sought May 2015</p> <p>Feedback to PPG June 2015</p>		<p>n/a</p>
<p>Increase PPG representation from patients and practice clinicians</p>	<p>PPG Chair – Sylvia French</p> <p>Practice Manager – Linda Foster</p>	<p>Ongoing</p>	<p>New into post Reception Supervisor attended Jan15 meeting together with Receptionist</p>	