



Patient Participation Action Plan 2013/2014

Area Identified For Improvement/Change	How will objective be achieved / progress to date	Responsible person / support	Timescale for implementation
Commissioning PPG to be actively involved in commissioning	<ul style="list-style-type: none"> • PPG Chairman to regularly attend our Kernow Clinical Commissioning Group (KCCG) meetings 	Nikki Deakin (ND) – Practice Manager	Ongoing
Appointments at the Practice Internet booking of appointments	<ul style="list-style-type: none"> • To initially have a small amount of doctor appointments available to book online 	Karen Rowe (KR)– IT Co-ordinator	June 2014
Communication Improve communication for patients who do not regularly attend the surgery	<ul style="list-style-type: none"> • Send quarterly newsletter by e-mail to patients and attach to prescriptions 	KR/ND	Ongoing
Car Parking The survey once again highlighted difficulties with parking especially during the summer months when the village has an influx of holiday makers.	<ul style="list-style-type: none"> • Letters have been written to our local council and MP which included a petition, this was unsuccessful in producing a solution to the continuing problem • Item in practice newsletter for ideas from patients for alternative resolution 	PPG/ND	Ongoing
Health Promotion Advice and support for patients	<ul style="list-style-type: none"> • Regular feature of clinical topics on the Practice Display Screen, Website and Newsletter • Arrange a meeting with the PPG & Cornwall Carers representative with a view to providing a drop in support session at the Practice 	ND/KR	June 2014