



The Coastal Partnership

PPG Action Log for 2018/2019

Issue	Action Required	Owner	Date and Progress
Appointment System	Judy and Peter to meet with Sharon and Laura to elicit information on various topics. they will write some articles, and submit them for approval before they are published	Judy, Peter, Sharon	<p>April 2018 Article remains to be written</p> <p>July 2018 articles on various topics still to be written</p>
Extended hours	From August appointments available Monday to Friday. Wed, Thurs, Fri at East Norfolk Medical Practice 6.30 to 8pm. Saturday and Sunday from September at The Lighthouse surgery. Book ahead through the surgery. This is a one year pilot	GPs/Locality Sharon	July 2018
DNA Information	<p>Judy and Peter to include in articles for local press</p> <p>DNA information to be</p>	<p>Judy, Nic</p> <p>Surgery Leads</p>	<p>July 2018 DNA info sent to Judy for inclusion in articles</p>

	<p>displayed on PPG notice boards</p> <p>DNA statistics to be sent from Nic to Judy to Surgery Leads quarterly</p>	Judy, Peter	
Changing role of receptionists	<p>Judy and Peter to meet Sharon and Laura to discuss, before writing article</p> <p>PPG members to spread understanding about the changing role of receptionists: the task has been delegated by the GPs, with the aim that patients get the right professional</p>	<p>Judy, Peter, Sharon Laura</p> <p>All</p>	<p>July 2018</p> <p>Article for local newsletters clarifying the role needed</p> <p>Fewer grumbles at Martham.</p> <p>Some positive letters and comments re receptionists received</p> <p>GPs are explaining the sstem to patients</p>
Patient Satisfaction Survey	<p>Questionnaire to be refined further.</p> <p>Date to be set for undertaking the survey in the spring.</p> <p>PPG members to help with the survey</p> <p>Enact the survey, at the flu clinics and online</p>	<p>Judy, Sharon</p> <p>All</p>	<p>9/01/2018</p> <p>Stuart to amend some points. Bring back to April meeting</p> <p>Peter Lavender will advise and assist with analysis of survey results</p> <p>July 2018</p> <p>Survey is now in A5 format, ready for use</p>

PPG noticeboards	<p>Notice Boards to be updated and have a uniform layout and colour scheme, to echo that used on screens.</p> <p>Glean information from New Patients Handbook, and apply as appropriate</p>	<p>Judy, surgery leads, Nic, reception staff</p> <p>Judy, Surgery Leads, Nic, all</p>	<p>April 2018 further improvement and rationalisation of information needed</p> <p>July 2018</p>
Online Registration	Further push on this at this year's flu clinics	Surgery staff, PPG members	<p>April 2018 Numbers increasing slowly</p> <p>July 2018 More patients recruited at Martham Carnival event</p>
Future of joint PPG meetings	Focus on sharing some meetings in Coastal Partnership cluster Members interested in joint meetings, but want to retain regular CoastalPartnership PPG meetings. No wish to amalgamate.	Judy, All	<p>April 2018 To be actioned</p> <p>July 2018</p>
Hospital Transport	<p>Contact Steph Tuvey before the July meeting</p> <p>Circulate email and report from Steph Tuvey</p>	<p>Judy</p> <p>Judy</p>	<p>April 2018</p> <p>July 2018</p>
Notice boards and information in Surgeries are sometimes	PPG members to assist by	All PPG	January 2018 The aim is

<p>out of date, sometimes not relevant. Suggestion that more information could be displayed on the PPI screen.</p>	<p>keeping an eye on displays and liaising with surgery staff via the PPG Each surgery has a member of staff responsible for overseeing and updating noticeboards. PPG boards are <u>not</u> for general notices</p> <p>Members and surgery leads to check online New Patient Handbook for relevant info for PPG boards</p>	<p>members</p>	<p>that information available in all surgeries should be consistent. April 2018 on-going: random information still appears on the boards July 2018</p>
<p>Future of PPG</p>	<p>Assistance and publicity from PPG members and Practice staff</p> <p>Next Meetings</p> <p>Discussion on timing needed: practice staff prefer afternoon meetings, which may preclude PPG members who work</p>	<p>Jacquie Southam, Lindsay Seward, Sharon All PPG members</p> <p>Judy/All</p>	<p>April 2018 Event planned for Martham Carnival on June 30th Jacquie and Lindsay to coordinate. If successful, event could be replicated at other local fetes/venues. July 2018 Matham carnival event was a success</p> <p>Confirmed dates: Tuesday October 9th 1 to 3pm</p> <p>Meeting dates in 2019 to be confirmed</p>