



The Coastal Partnership

PPG Action Log for 2018/2019

Issue	Action Required	Owner	Date and Progress
Appointment System	Article for NR29 magazine/parish newsletter	Laura Sharon to remind Laura	January 2018 Laura has the article in hand April 2018 Article remains to be written
Extended hours	Agree process and service now that NHS England has decreed that services be available between 8am and 8pm from October 2018, not March 2019. Failure to comply will have funding implications The practice is running a limited extended hours service between 6.30 and 8pm on two evenings per week. The practice cluster group will offer services between 8am and 8pm. Services are available at the Lighthouse medical centre for 4 hours on a Saturday and Sunday for booked	GPs/Locality Sharon	February 2018 April 2018

	appointments. Extended hours is not a walk-in service.		
DNA Information	<p>Quality Administrator, to include info on DNAs in her article for local newsletters.</p> <p>DNA information to be displayed on PPG notice boards DNA statistics to be sent from Nic to Judy to Surgery Leads quarterly</p>	<p>Laura,</p> <p>Sharon to remind Laura</p> <p>Judy, Nic Surgery Leads</p> <p>Judy</p>	<p>January 2018</p> <p>Laura has the article in hand</p> <p>April 2018 still no article</p> <p>April 2018: outstanding.</p>
Changing role of receptionists	<p>Judy to ask Laura to include receptionist role in article for NR 29</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. Laura</p> <p>All</p>	<p>9/01/2018 All patients to be asked the nature of their problem, under the Care Navigation Programme</p> <p>Laura has the article in hand</p> <p>10/10/2017 Receptionist training underway. Some patient dissatisfaction with the new system. positive publicity needed. Article for NR29 needed.</p> <p>Receptionists at Martham are being targeted/trolled</p>

	PPG members to keep spreading the word service.	Sharon to remind Laura	by some patients, both online and in person. Explanatory article might enlighten the bullies. April 2018 . There is still resistance from some patients. No progress on the article for NR29.
Patient Satisfaction Survey	Questionnaire to be refined further. Date to be set for undertaking the survey in the spring. PPG members to help with the survey Enact the survey, possibly at the flu clinic and online	Judy, Sharon All	9/01/2018 Stuart to amend some points. Bring back to April meeting Peter Lavender will advise and assist with analysis of survey results April 2018 Survey is now in A5 format
PPG noticeboards	Notice Boards to be updated and have a uniform layout and colour scheme, to echo that used on screens.	Judy, surgery leads, Nic, reception staff	9/01/2018 Surgery leads to continue to update boards, and meet two or three times a year Info re PPG and meetings to be included on PIP screens Home visit information to be included

		Judy, Surgery Leads, Nic	April 2018 further improvement and rationalisation of information needed
Online Registration	Judy to Liaise with Nic re progress of online registration and enriched summary care record take up Further push on this at this year's flu clinics	Judy/Sharon/All Nic, Surgery staff, PPG members	9/01/2018 Take up is increasing among both more mature and younger patients. Laminated cards explaining the process/benefits are now available April 2018 Numbers increasing slowly
Future of joint PPG meetings	Focus on meetings in Coastal Partnership cluster	Judy	9/01/2018 Judy attended PPG meeting at Newtown Surgery. Further joint meetings with PPGs in the cluster to be arranged in 2018 April 2018 To be actioned

Hospital Transport	Centre 81 can provide bookable transport cheaper than taxi. £5 annual membership Contact Steph Tuvey before the July meeting	Karen Judy	10/7/2017 Karen provided leaflets re Centre 81 services. April 2018 no further progress
Notice boards and information in Surgeries are sometimes out of date, sometimes not relevant. Suggestion that more information could be displayed on the PPI screen.	PPG members to assist by keeping an eye on displays and liaising with surgery staff via the PPG	All PPG members	January 2018 The aim is that information available in all surgeries should be consistent. April 2018 on-going: random information still appears on the boards
Future of PPG	Assistance and publicity from PPG members and Practice staff Next Meetings Discussion on timing needed: practice staff prefer afternoon meetings, which may preclude PPG members who work Flu Campaign 2018	Jacquie Southam, Lindsay Seward, Sharon All PPG members Judy/All	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. Jacquie to contact PPG members for help Confirmed dates: Monday July 9th 6 to 8pm Tuesday October 9th 1 to 3pm