

Leigh Family Practice

Patient Participation – Survey 2014

Action Plan

MAIN POINTS	ACTION
Encourage all patients to become involved in their healthcare	Continue to develop an ethos of inclusion.
	Eg Carers, working patients, those with long term conditions etc
Increase no. of patients using online prescription service	User friendly reminders / instructions for patients using posters, newsletter, flat screen at Wigan Road, website, NHS Choices using Plain English.
Increase no. of patients using online appointment booking	As above
Reduce no. of phone appointments	Encourage patients to book online.
Improve quality of making an appointment	Link to Action below for DNAs.
Changing opening times	Monitor patient views and reactions
Reduce the no. of DNAs	Prioritise patient ideas.
	Practice & PPG to Plan how to put patient ideas into practice eg reminders on flat screen, newsletter etc.
Open Surgeries	Monitor and adjust according to demand and Practice availability.
Awareness of CHOOSE WELL Scheme	Literature available, reminders on flat screen at Wigan Road, Newsletter, etc
Improve patient access through telephone system	Encourage patients to book online
Improve availability to see Nurse / GP next or same day	Create more availability with reduced DNAs and appropriate attendance (CHOOSE WELL).
Improve / maintain waiting room experience	Patient education – availability of wide range of user-friendly information, topics decided by Practice / PPG. POLISH
OOH Information	Reinforce messages about OOH through posters, Newsletter etc
Encouraging patients to self-care with the help of their health professionals	User-friendly information via Newsletters, patient experience stories, Information about support groups, events etc. Possible liaison with other TABA Practices.
Patient education through Health Promotion topics	Practice / PPG decide on the most useful topics to start with. Use of Health Promotion Room at Wigan Road. Liaison with other TABA practices re: Health promotion events, talks

Encourage all patients to become involved in their healthcare	Practice / PPG to identify the most useful patient suggestions and work out how to progress these. Communicate in a user-friendly way.
Awareness of the work of the PPG	Update PPG notice board and create a display area that is interesting, relevant and easy to read. Also promote through newsletters, website, NHS Choices and flat screen at Wigan Road.
Recommendations – Leigh Family Practice	Monitor feedback forms. Discuss and deal with any issues arising. Feedback to patients.