

PATIENT PARTICIPATION GROUP ACTION PLAN 2015

Identification of Priority Areas

Priority Area 1	What Actions are taken to address this priority?	Results of actions and impact upon patients and carers
Improvements in Telephony System		
<p>The current telephony system is tied in to a 7 year contract which ends in late 2015. The current system provides frustration to patients in terms of receiving an engaged tone when trying to contact the practice, if all receptionists are taking incoming calls, rather than providing a holding line.</p>	<p>Review of telephony system to take place in May 2015 to source an advanced replacement telephony service which will meet the practice's and patient requirements. The plan is to involve NHS North Tyneside CCG's transformation team in developing the new specification through collaboration with the practice and patients. The PPG will be consulted for their input into this to ensure the new telephony service is fit for purpose.</p>	<p>In 2016, when the new telephony system is introduced, this will aim to improve patient satisfaction with contacting the practice, and provide options in terms of how the practice is contacted, message leaving facility, keep on hold and be aware of waiting times, etc.</p> <p>To publicise, information will be shared in the Reception Area, Website and via PPG Minutes</p>

Priority Area 2	What Actions are taken to address this priority?	Results of actions and impact upon patients and carers
Patient Participation Group Awareness		
<p>Improve awareness, engagement and communication from the Patient Participation Group to the practice population,</p>	<p>PPG Members have formed a separate committee to decide how to promote what the PPG does and to invite new members to attend the meetings, and be involved. First meeting has been held in late March 2015, and a follow up meeting to be arranged in late April / early May to progress this further.</p>	<p>Greater involvement of patients in the PPG operation, increased attendance in terms of numbers involved and greater range of patients in attendance.</p> <p>To publicise, information will be shared in the Reception Area, Website and via PPG Minutes</p>

Priority Area 3	What Actions are taken to address this priority?	Results of actions and impact upon patients and carers
Practice Refurbishment		
<p>Refurbishment of the practice. Woodlands Park Health Centre has developed plans for the refurbishment of the Reception Area, Clinical rooms and entrance lobby to improve the practice's facilities for patients.</p> <p>These plans are subject to the receipt of Section 106 funding from the local Bellway Development on Great North Road; 5 Mile Park. The Section 106 funds will be distributed by North Tyneside CCG and North Tyneside Council. We are currently awaiting a decision on this from NHS Properties / NHS England before forwarding the proposal to North Tyneside CCG / North Tyneside Council for consideration.</p> <p>To publicise, information will be shared in the Reception Area, Website and via PPG Minutes</p>	<p>Proposed plans were discussed with the PPG and a letter of approval provided to NHS North Tyneside CCG to show support for the plans.</p> <p>Architects, structural engineers have been commissioned and a preferred provider is in place to start the works on receipt of the require funding.</p>	<p>Improved access and clinical rooms for patient and staff use, and an improve reception area.</p> <p>To publicise, information will be shared in the Reception Area, Website and via PPG Minutes</p>