

## OAKWOOD MEDICAL CENTRE

### Patient Participation Group Action Plan 2018-2019

#### 1. Appointments/Access Review 2.Patient Self-Care 3. Virtual Group(s) PPG

Objective	Actions	Responsibility	Timescale	Resources/Funding	Progress
Appointments Review – patient survey feedback and action plan	To review the patient survey 2018 and practice action plan – to suggest options and trials.		December 2018		
Access Review – Telephones set up and feedback	To review the new telephone system set up. To test telephone system when LIVE and feedback.		October/ November 2018		
Access Review – Practice accessibility and options	To review the accessibility of the practice, concerning layout/physical barriers and options for opening times/online access.		October 2018		
Appointments Review – Virtual consultations testing	To test the Video Consultations in EMIS when available		Sept/Oct 2019		
Appointments Review – e-consult trial	To test the EMIS e-consult model when available		July 2019		
Appointments Review – FFT survey feedback and plan	To review the FFT survey monthly and to advise on increasing uptake.		Ongoing		
Patient Screening – Self-Care week	To be involved in the self-care awareness day – signposting patients and giving feedback on the day		November 2018		
Patient Self-Care – Physiotherapy	To be involved in developing the practice PhysioFirst model		February 2019		

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Patient Self-Care - cancer screening	To be involved in increasing the cancer screening rates of the practice population		February 2019		
<b>Virtual Group</b> To research possibilities for a virtual PPG	To look at possibilities of a virtual storage area for the PPG.	LC/PPG	December 2018		To trail
<b>Virtual Group</b> To look at options for the virtual group	E-mail for feedback/ideas E-mail outcomes from meeting	LC/PPG	December 2018		To trial
<b>Virtual group</b> To review documents and sharing online for the group	Once virtual space is agreed to trial with documents and PPG group	LC/PPG	March 2019		To trial