

OAKWOOD MEDICAL CENTRE

Patient Participation Group Action Plan 2017-2018

1. Patient Education 2. Community Groups 3. Virtual Group(s) PPG

Objective	Actions	Responsibility	Timescale	Resources/Funding	Progress
Patient Education To assess the information currently available to patients	Review information available to patients on appointments.	LC/PPG	July 2017	-	Review completed June 2017 not much available on website. Flyer from 2016 updated and released
Patient Education To develop a Patient-GP Charter	PPG to advise on a patient-GP charter	LC/PPG	June 2017	-	Completed and out to patients July 2017
Patient Education To look at 'bottle-necks' within the GP appointments and review how patient information can help with this	Review appointments Review patient education Ensure information reflects issues currently experiencing	LC/PPG	October 2017		Appointments changed May 2017 – 'Soon' appointments added. Home visits leaflet and policy was developed (April 17) DNA policy and letters were developed (April 17)
Patient Education To review and update the practice website	Website has been changed to a new provider – content needs to be reviewed and amended/updated	LC/PPG	November 2017	-	Updated and PPG reviewed (Updated July 17)
Patient Education To roll-out patient self-care leaflets across the practice	Self-care 'when to worry' booklet to be amalgamated into smaller patient-friendly leaflets	LC/PPG	June 2017		Developed and in practice July 2017
Community Groups To research local provision for groups	PPG to look at local contacts for community groups	LC/PPG	May 2017/July 2017		All PPG aware and looking for contacts. Contacts coming in locally as come across them Dec 17

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Comm. Groups To make contact with local groups to see if they are able to talk to the PPG	PPG and LC to make contact with the local groups to see if they can provide updates to the PPG.	LC/PPG	July 2017		Contacts made with Carers Centre, Macmillan, nothing local at present
Comm. Groups To reach out to local schools/providers	PPG to support local schools if required.	LC/PPG	March/ April 2017		PPG supported the Rosebank open day. Further dates to be planned.
Comm. Groups To provide a space for local groups to meet & advertise to patients	PPG to advertise local groups meeting at the practice location when organised.	LC/PPG	November 2017		All PPG aware can meet at Practice and given LC name as contact.
Virtual Group To research possibilities for a virtual PPG	To look at possibilities of a virtual meeting space and storage area for the PPG.	LC/PPG	July 2017		Possibility of SKYPE raised (uses nhs.net) and drop box. Meeting arranged 5/2/18
Virtual Group To look at SKYPE/Drop box as a possible tool – pilot	To trial skype and drop box	LC/PPG	September 2017		To trial
Virtual group To review documents and sharing online for the group	Once virtual space is agreed to trial with documents and PPG group	LC/PPG	December 2017		To trial