

The Banks and Bearwood Medical Practice PPG: Action Plan 2015/16

Number	Title	Description	Aims	Completed by whom	Timescale
Theme: example Communication, Premises etc					
1	Premises	Patient toilet at Banks Surgery	Improve appearance of patient toilet at Banks Surgery.	Practice Manager	Completed Feb 2016
2	Premises	Patients have reported draughts whilst in the waiting room at Bearwood Medical Centre	Reduce cold air draughts felt by patients by investigating the feasibility of installing a hot air curtain in the doorway.	Practice Manager	Aim to complete by April 2016.
3	Premises / Access	Power assisted front doors at the Banks Surgery.	Facilitate easier access for patients with mobility issues and pushchairs	Practice Manager	Completed March 2016
4	Appointment Access	Recruitment of a Nurse Practitioner to provide on the day appointments for patients with acute medical needs.	Improve appointment access to a healthcare professional. (Friends and Family Feedback)	Practice Manager and Partners	Nurse Practitioner started 1/2/2016
5	Appointment Access	Recruitment of a salaried GP for an additional 5 sessions per week	Improved access to GP appointments (Friends and Family Feedback)	Practice Manager and Partners	Dr Hill started March 2016
6	Appointment Access	Practice Nurse appointments to be offered outside working hours	Facilitate easier access to Nurse appointments for patients who work (in response to Patient Survey)	Practice Manager and Nurses	Started Jan 2016
7	Appointment Access	Survey responses indicated that a higher proportion of patients would like to be able to book a GP appointment within a few days rather than weeks in advance. The allocation of appointments will be looked at when the new Nurse Practitioner and GP are in post.	Improve availability of appointments for booking (in response to Patient Survey)	Practice Manager	For completion by May 2016
8	Premises	Investigate the development of improved surgery premises in Winton.	To increase the size of the Surgery premises in Winton and improve patient experience.	Practice Manager and Partners in conjunction with Dorset CCG	On-going

9	Communication	Improve communication of health related events run by local community / voluntary sectors	Posters and leaflets have been made available in Practice, advertising local health events such as local Alzheimer Awareness, Self Care, Diabetes Awareness, Support for Carers events	Practice Manager and Surgery staff	On-going
10	Communication	Establish bi-annual Patient Participation Group meetings	To foster improved communications between patients and the Practice and allow the discussion of future Practice plans.	Practice Manager and Partners	Start March / April 2016
11	Premises	Work towards becoming a Dementia friendly Practice	Investigate whether improvements can be made within the Practice environment in order to make the experience of visiting the Surgery easier for patients with Dementia and their carers.	All staff led by VP.	On-going

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