**Ettingshall Medical Centre – Patient Participation Group**

**Action Plan 2014/15**

The following areas were mutually agreed by the Patient Participation Group members meeting on 17 March 2014

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority for action** | **Proposed changes** | **Action required by** | **When will this be achieved by** |
| **Patient awareness** | PPG members to share this information verbally amongst family and friends who are registered at the practice.  Promote double appointments on website and patient information notice boards.  Notify patients of the Walk in Centres facility and the services they provide. | PPG members  Practice staff  Practice staff | Ongoing - Achieved  Completed by 30/04/2014 then ongoing - Achieved  30/06/2014 - Achieved |
| **Signage** | Provide a door sign for clinician’s consulting rooms which display their name. | Practice staff | 30/06/2014 - Achieved |
| **Confidentiality Room** | Inform patients of the availability of a confidentiality room located at the side of reception if patients wish to speak in private to members of the reception  team.  Update noticeboard, websites and inform reception staff to utilise the facility with patients. | Practice staff | Ongoing - Achieved  30/06/2014 - Achieved |
| **Disabled Patients** | Create space in the waiting room to have a larger area by the seating to accommodate patients in wheelchairs and patients with pushchairs. | Practice Staff | **31/03/2014 -** Achieved |