

Ilkley Wharfedale Medical Practice
Patient Participation Group/Friends Family Test Results - Action Plan 2017

Origin	Patient Feedback	Actions	Lead	Progress
•PPG •Friends & Family Test	There were several comments about the potential need for early morning and evening appointments for working patients.	The GP working patterns to be altered to allow the practice to start offering earlier morning and later evening appointments.	Rachael Pengelly & Dr C Lachmann	Early morning and evening 'working people' appointments are now in place and are protected for this patient domain.
•PPG	A photograph board of all the staff was suggested as there has been a relatively large turnover of receptionists and patients were unfamiliar with the new staff.	Due to the lack of suitable space in reception it was agreed that a photograph board would be difficult to facilitate however all staff have name badges and should be wearing them. The Practice Manager will discuss this with the Reception Manager.	Practice Manager	The Practice Manager has now discussed this with the Reception Manager and all staff wear their name badge and in a visible place.
•PPG	Development of a Health Awareness Day for patients.	The effectiveness of such a day was discussed at the PPG meeting and whether it would be a useful means of communicating key health messages. The overall consensus was that it would only be patients attending who are interested and not the hard to reach groups. Given the pressures on primary care this may not be the best or most effective way of using staff time and it was agreed not to pursue with this initiative.	N/A	N/A
•PPG	PPG members are aware of the new Social Prescriber, Simon Booth but would like to promote his services to the wider registered patient group.	To invite Simon Booth to the January 2018 meeting to discuss his role in the practice and how to make patients more aware of the service and how to refer.	Practice Manager	Simon Booth has been invited to the January 2018 meeting.
•PPG •Friends & Family Test	There is not always a member of staff on reception and this can be frustrating for patients when they arrive at the practice.	The Practice Manager stated that the rule was always one receptionist on the front desk at all times. It was agreed that this would be raised with the Reception Manager.	Practice Manager	The Practice Manager has now discussed this with the Reception Manager and stressed the importance of the reception desk being staffed. Practice Manager to check with the PPG at the next meeting.

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•PPG	It was suggested that a hand out for patients is created entitled 'Ten ways to get the best out of your GP surgery' (based on an article in Which magazine) to assist with patient education and to take some pressure from the practice.	A PPG member has offered to draft this and forward it to the practice for proof reading. It will then be printed and being made available in reception.	DM-R - PPG Member & Practice Manager	The draft has now been produced by the PPG and has been proof read by the practice. To be discussed at the January 2018 meeting before sending to print.
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