

PPG Members Update (Virtual Meeting 18 September 2014)

Topic	Progress	Comments / Timescale
Improve the access door entry system for patients with a disability or young parents with pushchairs	We are looking into this, but as yet we have made no changes due to lack of funding. We have submitted a bid to fund this, but as yet we have heard nothing	This is on-going and we are trying to secure some funding from a housing development scheme in Wideopen Ongoing
Patients expressed an interest in receiving correspondence by email	We have started to collect email address of patients interested in this project.	Postponed until 2015 due to staff resources Ongoing
Decorating of Wideopen and Dudley	Decorating finished at Dudley Wideopen will commence 2015	Looking to reupholster the seats in the waiting room at Dudley 2015 Ongoing
Customer Service skills could be improved	From July – September 2014, we conducted a patient satisfaction survey relating to the interaction between reception staff and patients. The results are being reviewed by NHS transformation team at our CCG headquarters. Our plan is to share the results with our receptionists and work towards realistic changes based on patient feedback. Copy of questionnaire attached	Reception staff meeting with CCG 7 October 2014 There will be a series of meetings after October and we may also be asking for a PPG member to join us to help with this project.
Continue to develop practice questionnaires using the SystmOne Online functionality	We started to upload online questionnaires to SystmOne Online in January 2104 to help us capture information from patients about their smoking status. We have discussed this with our Doctors and Nurses and intend to introduce more online questionnaires	New for April 2014/15 and it seems to be working well
Create a webpage dedicated to teenagers	We have enlisted the help from our Patient Participation Group to look at a teenage section on our website	Our teenage section is up and running. Many thanks to Molly Gilbert for signposting the practice to some very useful links
Practice newsletter	Sharon is meeting with Wendy Landreth soon to look at content for Autumn’s newsletter. Wendy is happy to design the letter once the content and format has been agreed	Meeting scheduled for Monday 22 September at 3:30pm

<p>Disabled parking at Dudley Surgery</p>	<p>Wendy asked if allocated parking could be considered for Dudley.</p>	<p>Sharon asked Councillor Muriel Green if NT council would consider our request for designated disabled parking bays outside the surgery but nothing has been decided.</p> <p>Sharon will email Muriel Green about this.</p>
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