**PPG Action Points 2012 / 2013 - What have we been doing this year?**

Time has not stood still for our PPG members. Based on our previous PPG report for the year ending March 2012 we have done the following:

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| **You said…** | **We did…** | **The result is…** |
| 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 | This is on-going and we are trying to secure some funding from central government |
| Update and maintain information leaflets in the waiting area including promoting forthcoming health initiatives such as Bowel Cancer Screening | We have appointed a receptionist at Wideopen and Dudley who is responsible for maintain an up-to-date and responsive information waiting area | More relevant information will be able to be seen with up-to-day NHS information |
| Improve signposting from the waiting room to the consulting rooms | We updated our electronic Jayex Board to inform patients that if unsure of consulting room locations to speak with a receptionists.  We also have posters in the reception area signposting patients to consulting rooms | Clearer understanding of room locations |
| Offer baby changing facilities | We purchased appropriate baby changing beds | Safe and private baby changing facilities for use by parents / carers |
| “who does what” information board | We updated our website to include the role of our nurses and healthcare assistant | Patients are better informed of staff resources and their role |
| Improved repeat prescription box in the waiting room | We replaced the repeat prescription box with a wall-mounted secure prescription box | Safe and confidential storage of repeat prescription requests |
| Decorating of Wideopen and Dudley | Quotations are in and we are looking into this | On-going |

**PPG Action Points for 2013/2014**

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| **We discussed…** | **We did…** | **The result is…** |
| Increasing our PPG members | The practice sent a text message to patients aged between 18 and 25 asking for their consideration to join our PPG | Hoping to increase patient engagement |
| Supporting literature to given to patients following consultation with Healthcare Assistant. | Ordered Change for Life leaflets from the Department of Health Publication library.  Discussed this with our Healthcare Assistants | Offer patients more support and advice |
| Improving the door entry system | One of our members (RS) is looking into this and will keep the practice manager posted | Improved access for patients with a disability or patients / carers with pushchairs |