

ST.DAVID'S FAMILY PRACTICE

PATIENT PARTICIPATION GROUP

ACTION PLAN

In response to Patient Survey

The Practice and our Patient Participation Group have jointly agreed the following:

1. The PPG recommends that:

- The Practice brings to the attention of the patients, the diversity of clinical skills that are provided to patients from the St. David's Family Practice premises by visiting specialist clinicians, thus avoiding the need to go to local hospitals for appointments.

Achievement by July 2015. NRW to monitor

2. The PPG recommends that:

- The Practice actively promotes the new Electronic Prescription Service (EPS), following the introduction of this service at the end of 2014. This service allows patients to nominate their preferred Pharmacy to whom prescriptions can be sent electronically directly to the nominated Pharmacy, thus eliminating paper prescriptions. This will be supported by marketing and sign posting.

Achievement by September 2015. NRW to monitor

3. The PPG recommends that:

- In support of Action Plan point 2 above, the Practice will produce an easy to understand patient leaflet, explaining the process to register for EPS nomination, getting started and Frequently Asked Questions

Achievement: NRW to implement by March 2015

Overall, the PPG are happy with the survey analysis.