

# **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 (1) **clinicians based at St.David's Family Practice** and (2) **visiting specialist clinicians**, thus avoiding the need to go to local hospitals for appointments. The Committee felt that the information available from the practice website and the practice's entry in NHS Choices, did not go far enough in drawing patient awareness to this aspect

**Achievement by July 2016. NRW to monitor**

#### **2. The PPG recommends that:**

- The Practice actively tackles the issue of patients not attending for their appointments. The practice policy on patients that do not attend (DNA) appointments will be reviewed and a series of letters to be sent to offending patients will be drafted, with the ultimate threat of removal from the practice register for repeat offenders. This will be supported by patient education posters displayed in the Waiting Room and the drawing up of a register of those patients who fail to attend most frequently, being made available to Reception staff, with a view to these patients being "reminded" at the time of making the appointment, of the importance to attend.

**Achievement by July 2016. NRW to monitor**

**Overall, the Patient Participation Group are happy with the survey analysis.**

**St. David's Family Doctors  
March 2016**