

# **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 in order to address inappropriate use of Accident and Emergency department services:**

- Our opening times and range of appointment availability need to be reinforced via greater advertising in Waiting Room, Reception foyer and website  
There already is an A & E link embedded into the Home page of the Practices' website, encouraging patients to make appropriate use of that service
- Alternatives to A & E include, NHS Direct, Walk-In Centres and Out of Hours Deputising Service – need to educate and increase patient awareness of these alternatives and to reinforce “contact your GP surgery first” if in doubt

**2. The PPG recommends that the Practice increase the level of patient awareness of the role of Carers and the resources & services that are available to them:**

- NRW has already met with Sarah Priestley, GP Liaison Officer from Surrey Carers Support at Surrey County Council. An advertising banner has been placed in the Waiting Room and further supplies of the Carers Information packs are on display and available at Reception
- Poster campaign also to be made available in Waiting Room and Reception foyer
- NRW to explore possibility of PowerPoint presentation that Sarah Priestley has made available, being fed thru' the Patient Visual Display flat screen TV in Waiting Room
- Flyers/application forms to be visible at Reception

Overall, the PPG are happy with the survey analysis