

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 aim to increase the number of patients subscribing to Patient Access, the facility to book routine appointments with a Doctor online. This would reduce the number of direct patient contacts with Reception and ease the pressure points that appear during the morning periods. This should be a key target throughout 2014, supported by marketing and sign posting.
- The Practice to liaise with EMIS to enquire if it is possible to identify at what time / date that online appointments were being made.

Achievement by May 2014. NRW to monitor

2. The PPG recommends that:

- The Practice brings to the attention of the patients, the diversity of clinical skills that are available from within St. David's Family Practice and without the need to go to the hospital setting for many treatments.

Achievement by May 2014. NRW to monitor

3. The PPG recommends that:

- In view of the impact that an increasingly ageing population will have on the provision of healthcare, there needs to be greater breakdown of the age ranges for patients aged over 65 years.

Achievement: this will be introduced at the next patient survey. NRW to implement

Overall, the PPG are happy with the survey analysis