

Ettingshall Medical Centre – Patient Participation Group

Action Plan from 2013/14 Survey

The following areas were mutually agreed by the Patient Participation Group members meeting on 17 March 2014

Priority for action	Proposed changes	Action required by	When will this be achieved by
Patient awareness	PPG members to share this information verbally amongst family and friends who are registered at the practice.	PPG members	Ongoing
	Promote double appointments on website and patient information notice boards.	Practice staff	Completed by 30/04/2014 then ongoing
	Notify patients of the Walk in Centres facility and the services they provide.	Practice staff	30/06/2014
Signage	Provide a door sign for clinician's consulting rooms which display their name.	Practice staff	30/06/2014
Confidentiality Room	Inform patients of the availability of a confidentiality room located at the side of reception if patients wish to speak in private to members of the reception team.	Practice staff	Ongoing
	Update noticeboard, websites and inform reception staff to utilise the facility with patients.		30/06/2014
Disabled Patients	Create space in the waiting room to have a larger area by the seating to accommodate patients in wheelchairs and patients with pushchairs.	Practice Staff	31/03/2014