

## PATIENT PARTICIPATION GROUP

### ACTION PLAN

Date of Meeting 3 September 2024



<u>Title and Action</u>	<u>Action Owner</u>	<u>Timeframe for Completion</u>	<u>Status</u>
<b><u>Previous Meeting Actions</u></b> <ul style="list-style-type: none"><li>• HACE results – display/ post on social media</li><li>• Results protocol – further promotion/ leaflet and website update</li><li>• Promote Young Carers Scheme – text to 3-16 yr olds</li><li>• Waiting Room Display – promote young people’s rights/ advise teens to update mobile numbers</li></ul>	Kingsleigh/ Angeline Angeline  Jan Kingsleigh/ Angeline	October 2024  October 2024 October 2024 October 2024	
<b><u>Community Link Practitioner</u></b> <ul style="list-style-type: none"><li>• Promote service on Social media etc.</li></ul>	Angeline	October 2024	
<b><u>HACE Survey Results</u></b> <ul style="list-style-type: none"><li>• Display opening hours/ Wednesday training</li><li>• Promote services of aligned healthcare team</li><li>• Annual review for healthy patients – promote lifestyle checks etc</li><li>• Same day prescription commitment</li></ul>	Kingsleigh Kingsleigh/Angeline Jan/Angeline  Practice Team	October 2024 October 2024 October 2024  Continuing	

<ul style="list-style-type: none"> <li>• Referral to Treatment Guidelines – post hospital info on waiting times</li> <li>• Car Parking – advise parking situation</li> </ul>	Jan/ Angeline	October 2024	
	Jan/Angeline	November 2024	
<p><b><u>Cervical Screening</u></b></p> <ul style="list-style-type: none"> <li>• Establish percentage of normal smear results</li> <li>• Lauren to create video of smear process</li> </ul>	Jan Lauren		
<p><b><u>Diabetes Management</u></b></p> <ul style="list-style-type: none"> <li>• Promote My Diabetes My Way</li> <li>• Promote “Let’s Prevent” scheme</li> </ul>	Angeline/ Kingsleigh	November 2024	
<p><b><u>Any Other Business</u></b></p> <ul style="list-style-type: none"> <li>• Website Error – check with provider re prescription order registration.</li> </ul>	Angeline	September 2024	Complete