**ACTION PLAN 2014/15/16 AGREED WITH PPG FOLLOWING PATIENT SURVEY AND DISCUSSIONS AT PPG MEETINGS**

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| Priority area 1 |
| Description of priority area: ***To have a health promotion stall at the Castle Bytham Summer Fair. This was thought to be a good idea by all PPG members to highlight the surgery and the services available.*** |
| What actions were taken to address the priority? ***Leaflets were obtained on various health promotion areas, including diet, alcohol, smoking etc. “Goodie bags”, containing health promotion leaflets were given to all who approached the stall. A nurse was available and patients could have their blood pressure and blood glucose measured whilst at the stall. Dr Ray was available for any non-medical queries about the surgery.*** |
| Result of actions and impact on patients and carers (including how publicised):***All the people that attended the stall were keen to chat to all staff about the surgery and the improvements made so far since Dr Ray became partner and two new doctors started at the practice. It was felt that as this was well received, we would look to do the same again next year and possibly at some of the other villages to promote the practice and services provided.*** |

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| Priority area 2 |
| Description of priority area: ***Book Club - One member of the PPG asked if it was possible to have a “book swap” available at the surgery in the waiting room. This was discussed and thought to be a good idea.*** |
| What actions were taken to address the priority? ***A small table was provided in the surgery waiting room with a poster advertising the “book swap”. Patients can also purchase the books if they wish for a small donation, which will go to the practice patients fund.*** |
| Result of actions and impact on patients and carers (including how publicised): ***Patients have really liked the idea and there are currently 20-30 books available for swap/purchase.*** |

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| Priority area 3 |
| Description of priority area: ***“Anything Goes” chat in Castle Bytham – this was attended by Dr Ray and Dr Kasi. Dr Ray gave a presentation to the meeting about the practice, including changes already made and changes still to be made. Dr Ray was invited to the meeting by a PPG member*** |
| What actions were taken to address the priority? ***A presentation was produced, highlighting changes already made and changes to be made within the practice, there was an opportunity for questions and answers at the end of the presentation. The PPG was among one of the services highlighted at this meeting.*** |
| Result of actions and impact on patients and carers (including how publicised): ***This was well received by all who were present at the meeting and Dr Ray has been invited back to attend another meeting, which he will do to give the group an update on the practice. Dr Ray would also like to know of any other meetings in the practice area, which he would be able to attend to promote the practice. This is currently being looked in to.*** |

Progress on previous years’ action plan

**Parking** – Improvements regarding parking at the Corby Glen surgery are still part of the long term plans for general improvement.

**Worried about future of the practice** – It was apparent that some patients were worried regarding the future of the practice after Drs Campbell had retired. Dr Ray has reassured the PPG at the meetings about the future of the practice. Dr Ray has also attended meetings held in the practice population villages and attended the summer fair to ensure that patients are aware that the surgery will continue to provide services and in fact has now increased its services for the patients.

**Anything Goes Chat** – A PPG member asked if Dr Ray would be willing to attend a meeting to promote the practice. This was attended by Dr Ray and Dr Kasi and was well received by the meeting. Any further future meetings will be attended by Dr Ray.

**Telephone Lines** – It was asked by the group if there could be a “call waiting” type line put in at the Castle Bytham surgery due to the volume of calls made. Gill, Practice Manager, looked in to this and unfortunately the system currently installed at Castle Bytham is old and this function cannot be added. However, when this system needs upgrading, this service will be added at that time. In the meantime, the practice has been actively advertising the online services and the 24hour order line.

**Outside Lighting at Castle Bytham** – The lighting at the Castle Bytham surgery has now been improved and new lighting has been installed on the ramp at the entrance to the surgery.

**Adjustable Chair for Patients in the waiting room** – This was a suggestion by a PPG member, who felt that the current chairs were not always patient friendly if the patient had mobility problems. During the improvements made at the Castle Bytham surgery, some chairs were purchased with arm supports to help patients with mobility problems. At present, there is no space at the Corby Glen surgery for these chairs.

**Extended hours –** these have been changed to 1 hour at Castle Bytham on a Monday evening and 1 hour at Corby Glen on a Thursday evening, rather than 2 hours at Corby Glen