

SADDLEWORTH MEDICAL PRACTICE PATIENT PARTICIPATION GROUP (PPG) ACTION PLAN 2017

No	Task	Linked with	Person(s) Responsible	Completion Date
1	The Newsletter is produced in a recognised timescale as agreed at the PPG meeting in June, 2016	2	Group and Nicky Collins	Ongoing from February 2017
2	PPG continues to produce News Sheets to supplement the Newsletters which will keep patients up to date with urgent issues between Newsletters	1	Group, Chair and Vicky Howard	Ongoing
3	The Communications' Sub-Group continues to look at communication with patients.		1 & 2 Communications' Sub-Group and Vicky Howard	Ongoing
4	The Practice makes the PPG aware of complaints recorded anonymously so that annually the PPG can take active part in the avoidance of any repetition. This accords with the complaints' paper agreed by the PPG in December, 2016	5	Caroline Wallis, Practice and PPG	Ongoing
5	PPG continues its involvement with Friends and Family reports at each meeting and analyses the results to see whether any are repetitive and can be seen collectively as a possible complaint. The group then seeks reassurance that action has been taken to avoid a recurrence.	4		Ongoing
6	The PPG to identify the support available from the Practice, other N.H.S. providers, the voluntary and commercial sectors for new parents in the Practice. PPG to establish the provision of information about services by		Alice Rae, the Practice and PPG members	From June 2017

	the Practice and the links for referrals to other services. PPG to consider support available to combat social isolation/loneliness; and to give parenting advice; child development with nutrition and mental illness			
7	Dementia Issues (1) The PPG arranges 2 Dementia Friends' sessions at the Delph surgery; (2) A Dementia Friends' session is held for members of the PPG who wish to attend. Arranged for 20.6.17(3) Each patient facing area is developed as a dementia friendly environment all signage is reviewed. Toilet facilities and doorways to be D.D.A. compliant (4) Ensure the Carers' Group always has representation on the PPG (5) Dementia packs are reviewed and updated as agreed with the carers' group and ensure all G.P.s in the practice are aware they are available (6) Carers' Group continues to advertise its role in the newsletter and through other media.(7) The Carers' Notice Board in the entrance at Uppermill surgery is revised if necessary.(8) Additional sessions are arranged for new members of staff when necessary		<ol style="list-style-type: none"> 1. Joyce Brown and Tracy Jenkinson 2. PPG members and relevant staff in the Practice. 3. Joyce Brown and Tracy Jenkinson 4. Carers' Group Joyce Brown and Chair 5. Carers' Group members, Tracy Jenkinson and Joyce Brown 6. Chair and group 7. Joyce Brown and Tracy Jenkinson 8. Joyce Brown and Tracy Jenkinson 	<ol style="list-style-type: none"> 1. By 30.06.2017 2. Before 30.9.17 3. By 31.12.17 4. When necessary 5. By 30.11.17 6. Ongoing 7. June. 2017 8. When necessary
8	Abbreviations (Part completed)		Rod Lawson to send round a list to members to indicate which acronyms need to be added to the list already started.	From 21 st March 2017 for completion by 30 th September 2017
9	Contact with Delph Surgery		Rod lawson to be the main member for	From 21 st March, 2017

			liaison with Delph surgery and to examine the need for a higher profile for the group in that surgery	
10	The role of N.A.P.P is examined by the group and the value of continued membership is considered		Chair to compile a discussion paper for the June meeting to determine continued membership	June 2017 meeting
11	All services available within the community into which patients can self-refer should be advertised to patients via newsletters, practice website and other social media.		Group to develop a list of issues already started by Rod Lawson at the January, 2017 PPG meeting. The list will come under the heading of self-care.	Ongoing
12	The photographs of the doctors and PPG members in the Uppermill surgery is kept up to date		PPG to note omissions as and when they arise and make necessary amendments.	Ongoing
13	Use of Local Link to be encouraged to avoid unnecessary confinement by patients to their home.		ALL members of staff, not just doctors, to continue to look at the use of Local Link for patients who are in danger of being confined to home unnecessarily. New leaflets to be obtained and distributed when they arrive.	Ongoing