

The Datchet Health Centre Action Plan Based on recommendations from its Patient Participation Group

The Datchet Health Centre has had an active Patient Participation Group since 2006. The PPG is run by a committee of nine patients (with the active involvement of a GP and the practice manager) and is supported by an email reference group with more than 800 registered patients.

The objectives of the PPG are to (i) promote health awareness (ii) provide an effective grass-roots forum (iii) work with the practice, the Friends of Datchet Health Centre and other local organisations to benefit all members of the practice community (iv) provide channels of communication and (v) influence positively the services provided by and commissioned for the practice.

Each year the Patient Participation Group develops an Action Plan based on feedback received from patients throughout the year. Particular importance is attached to the annual survey that the PPG members themselves devise, though it is administered by the practice. The Action Plan for 2015/16 is summarised below, together with the anticipated steps that are required for its implementation and associated timescales.

Priority	Actions	Timescales
Review the appointment system	Analyse demand, explore options, and consult with PPG on solutions	Proposals for action agreed by June 2015.
Improve telephone access	Review best practice, promote alternatives to telephoning	Review complete by June 2015
Customer service training	To support administrative team in a stressful role	Initial training by end of April 2015
Improve communication	Help patients to understand better how the practice works	Ongoing
Make case for in-house phlebotomy	Analyse provision across the local area and then lobby CCG	Plan of action by Sep 2015.
Clarify how test results are communicated	Prepare and disseminate a clear statement	By end of May 2015.
Introduce a nurse practitioner	Already recruited	Starts in April 2015
Investigate TV screens in waiting rooms	Evaluate options and how screens could be used	Decision by end of July 2015
Clearer tannoy announcements	Remind GPs regularly to speak slowly and clearly	Ongoing
Tidy up the noticeboards	Think about key messages that need to be conveyed	First refresh by end of March 2015.

The practice will report on progress at the regular PPG meetings.