

Dove Valley Practice Patient Participation Group Action plan priority areas and implementation 2015/16

Priority area 1
<p>Description of priority area:</p> <p>The Practice required feedback regarding how they should deal with potentially violent and aggressive patients within Primary Care</p>
<p>What actions were taken to address the priority?</p> <p>The Patient Participation Group was contacted by the Practice regarding issues with potentially violent/aggressive patients.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>The comments received helped the Practice to make a decision with regards to how to take forward VP referrals</p>

Priority area 2

Description of priority area:

The Practice decided that the boundary would need to be reduced in order to continue providing the same level of patient care. It was agreed that visiting patients in outlying areas was taking a large part of the GP's working day and that the patients living in these area could register with GP Practices nearer to their homes

What actions were taken to address the priority?

The Patient Participation Group, in addition to other registered patients, were contacted and asked for their views about the proposed changes to the boundary

Result of actions and impact on patients and carers (including how publicised):

This is ongoing, the consultation period will end on 31.3.16 and the results of the survey will be collated after this date

Priority area 3

Description of priority area:

Patient online access

What actions were taken to address the priority?

The Patient Participation Group members were contacted for their views in respect of the implementation of the detailed coded record access for patients. We asked the group for volunteers to register for the module and use it for a pilot period of time and provide their comments.

Patients were asked to complete survey forms regarding online access, are they aware of this service, how easy is it to use and are there the correct number of pre-bookable appointments. This is ongoing, the consultation period will end on 31.3.16 and the results of the survey will be collated after this date

Result of actions and impact on patients and carers (including how publicised):

This gave an initial overview of the module and gave us an indication of how easy/difficult it would be for the patients to use. No problems were identified and therefore no changes were needed within the implementation