**Action Plan following PPG Meeting on 28.08.18**

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| **Source** | **Need**  | **Action Plan**  |
| Patient verbal feedback and receptionist  | Patient what to know more easily doctors languages | EMIS front page for staffPoster for receptionist staffPoster for patientsTo update website |
| Verbal feedback and Patient survey | More extended hours on thu and fri  | Change extended hours from Mon to Thu+Fri |
| PPG | Discussed with PPG poor uptake of online bookable telephone appts in extended hours | Stop and replace with more face to face capacity |
| Patient survey | Online bookable nurse /HCA appts | Consider trailing this in simple cases |
| Patient verbal feedback and receptionist | Parking difficulty due to airport taxis blocking most spaces 32% would like dedicated drop/pick up zone56% would like dedicated 1 hr parking zone.  | Write to council to provide more patient friendly spaces |
| Patient survey | Open bank holidays and  | Promote HUB appts more poster and Reception staff |
| Patient survey | 26% of patients are not aware of online options | Receptionist to proactively offer option where they feel it would help the patient |

Action plan to be completed and included in PPG annual report and published on the website by 31.3.19.