

Patient involvement action plan – 2011/2012

1. Project Aims

The aim of our patient involvement work is to.....

Promote and extend ways for patients to feedback to the practice and demonstrate how the practice has responded to patient feedback

2. Issues

The following issues were identified through the patient survey, patient comments and discussions at the patient reference group:

The issues are....

- Patient Questionnaire
- Appointments
- Health Promotion
- Practice Building
- Staff ID Badge

3. Objectives

The issues identified will be addressed in the following ways:

Issue/theme	Objective	Tasks	Task lead	Completion date	Outcome
Patient Questionnaire	To simplify patient questionnaire	<ul style="list-style-type: none">• To simplify patient questionnaire to YES/NO/Don't Know to help our non English speaking patients to understand better.• Receptionist to help interpret and fill in the form for non English speaking patients.			

Issue/theme	Objective	Tasks	Task lead	Completion date	Outcome
Appointments	To reduce DNA (Did not attend) appointments	<ul style="list-style-type: none"> • Send SMS messages to remind patients of appointments. • Messages to be put on right side of prescriptions to inform patients of what to do if appointment not required. 			

Issue/theme	Objective	Tasks	Task lead	Completion date	Outcome
Health Promotion	To use the practice as a community building to promote the health of patients	<ul style="list-style-type: none"> • Hold exercise sessions such as yoga to promote physical activity • Hold health eating events to promote healthy eating • To use the next patient survey to explore what other health promotion activities patients at the practice would like to access 			

Issue/theme	Objective	Tasks	Task lead	Completion date	Outcome
Practice Building	To attract patient attention to notices and make it more welcoming for patients	<ul style="list-style-type: none"> • Spray paint the notice boards to make it stand out and look more attractive. • Remove posters from reception window to let light in so the area looks more wide and welcoming. 			

Issue/theme	Objective	Tasks	Task lead	Completion date	Outcome
Staff ID Badge	To help patients recognise individual staff and their roles	<ul style="list-style-type: none"> • To help patients recognise each individual staff name badges to be worn. 			

