

# The Blackdown Practice

## Patient Participation Group

### Update on Actions from 12/13 plan

- Practice Manager would ask who wishes to attend as a member of the core group and who would like to remain 'virtual' – **Partially completed** - *Invite everyone to meetings but ask those who attend on multiple occasions to be a core member of the group.*
- Hold patient participation event in Dunkeswell in May 2013 – **Completed** (except meeting held in July 2013) at Throgmorton Hall
- Hold patient participation event in Churchinford in June 2013 – **Completed** (except meeting held in March 2014) at Churchinford Village Hall
- Discuss at the Dunkeswell and Churchinford events the role of the reception/dispensers at the branch surgeries – **Completed.**
- Consider automated check-in screens but Dunkeswell branch may need to be reconfigured anyway as the Partners would like to host a 2<sup>nd</sup> GP registrar and their base could be Dunkeswell – **Partially completed** - *there will be an automated check-in screen at Dunkeswell. However, unlikely to be able to accommodate a new registrar, this may be considered at Churchinford.*
- Update the Practice website in terms of format – **Partially completed** - *some work has been started, it will be finished by the Practice's apprentice.*
- Utilise the Parish magazines more to promote services provided by the Practice and to highlight current issues – **Partially completed** - *started to use Parish Magazines but need to plan in advance to meet deadlines.*
- Nominate another member of the core group to sit on the Mid Devon consortia group – Alice Harding is interested, Karen Button to confirm the time commitment – **Not completed** - *although Roger Lambert attended the workshop last year, thank you Roger!*
- Upgrade computer system to facilitate on-line access to appointments – **Completed**
- Rationalise afternoon opening hours at Churchinford - **Completed**
- Post results of DART survey on Practice website and send to DART - **Completed**
- Contact Healthwatch Devon and/or neighbouring Practice regarding mystery shopper exercise and Healthwatch Devon regarding expanding the membership of the patient group in those areas currently under-represented – **Not completed** - *as CQC inspection anticipated.*
- Improve patient knowledge of how to access the out of hours service – **Completed** - *in terms of information on website and in patient packs... although survey would suggest we could do better!*
- Ask Partners to consider different working patterns taking into account the results of the national patient survey – **Partially completed** - *in terms of change in mix of appointments.*