



**PATIENT PARTICIPATION GROUP  
ACTION PLAN  
1 APRIL 2014 TO 31 MARCH 2015**

**1. Do Not Attend (DNAs patients who appointments)**

- Look at the number of DNAs per quarter.
- Stricter adherence to the practice's DNA protocol (with due consideration to vulnerable patients).
- Patient Information – sending out letters when patient's DNA.

Time scale – 2014/2015

**2. Problem prevalence (the percentage of practice patients with a particular disease)**

- Look at whether the practice has any conditions showing lower than the national average.
- Look at patient list to make sure we have not missed any patients with the condition.
- Capture additional patients in these areas.

Time scale – 2014/2015

**3. Practice Magazine**

Look at producing a quarterly magazine to inform patients of news within the Practice.

August 2014  
November 2014  
February 2015  
May 2015

Time scale – 2014/2015