



**PATIENT PARTICIPATION GROUP
ACTION PLAN
1 APRIL 2015 TO 31 MARCH 2016**

1. Current Maintenance of Building

- To regularly meet with maintenance to discuss external and internal tasks to be undertaken.
- To log all issues raised and sign off when work completed.
- To address possible major refurbishment currently being reviewed

Time scale – 2015/2016

2. Introduction of further clinical staff

- Recruitment drive at the practice to ensure patients can access more appointments
- Final stages of recruitment and establishing more availability of appointments and continuity of care.

Time scale – 2015/2016

3. Improvement to communications for patients

- Update all current new through the website, practice leaflet, friends and family test.
- Install a self-check in system for patients
- Review annual questionnaire for current issues.

Time scale – 2015/2016