



# Patient Involvement Action Plan

Produced:	29 <sup>th</sup> February 2012	-
Reviewed:	11 <sup>th</sup> February 2013	No changes to objectives
Reviewed:	24 <sup>th</sup> February 2014	Amendments made
Reviewed:	9 <sup>th</sup> February 2015	New layout of action plan and amendments made
Reviewed:	1 <sup>st</sup> March 2016	Amendments made

## 1. Patient Reference Group - Mission Statement

**Patients, carers and staff working together  
to develop and improve the practice**

## 2. Summary of Patient Reference Group (PRG) – Issues

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

<b>A</b>	<b>Patient representation at the Patient Reference Group (PRG)</b>	See page 2 for details
<b>B</b>	<b>Improve telephone access at peak times – added February 2014</b>	See page 3 for details
<b>C</b>	<b>Improve content and raise profile of practice website</b>	See page 4 for details
<b>D</b>	<b>Actively promote the patient on-line services - added February 2014</b>	See page 5 for details
<b>E</b>	<b>Provide patients with information regarding accessing alternative therapies</b>	See page 5 for details
<b>F</b>	<b>Improve awareness amongst patients regarding early diagnosis of cancer - added in 2014</b>	See page 6 for details
<b>G</b>	<b>Improve communication between the practice and patients</b>	See page 7 for details
<b>H</b>	<b>Promote &amp; explain new appointment system – added February 2015</b>	See page 8 for details



Issue / Theme	Objective	Tasks	Task lead	Outcome	Completion date
<b>B</b> Improve telephone access at peak times	To look at improving access to the practice by telephone at peak times <i>New for 2014</i>	a). Practice staff to discuss ideas for how to make improvements in a TARGET session.	Practice Manager		Completed
		b). Practice to communicate to patients regarding not telephoning at peak times (e.g. test results after 1pm / non urgent calls not during peak times etc.).	Practice Manager	Verbally by staff, on website, posters, patient newsletters, practice leaflet, in patient information folders etc.	Completed
		c). Practice to actively promote the new Patient Access system to release pressure on incoming calls - <i>see section D below.</i>	ICT Manager	Continued <b>active</b> promotion of Patient Access.  Verbally by staff, on website, posters, newsletters, practice leaflet, in patient information folders etc.	Completed
		d). Practice to continue their review of the new telephone system.	ICT Manager / Practice Manager	<b>New system installed 25<sup>th</sup> February 2016.</b>	<b>Ongoing</b>
		e). Increase opening hours	Practice Manager	Patients can access by telephone 7am to 7pm Monday to Friday from January 2015. Active promotion to all patients e.g. on website, posters, patient newsletter.	Completed

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<p><b>C</b></p> <p><b>Improve content and raise profile of practice website</b></p>	<p><b>To improve the content and functionality of the website.</b></p> <p><b>To raise the profile of the website with patients.</b></p>	a). Practice to look into the possibility of adding 'appointment booking' and 'repeat prescription ordering' functions to the website	Practice Manager / ICT Manager	Patient access in place.	Completed
		b). Practice to enable patients to use the website to find information on a variety of health issues	ICT Manager	Lots of information & links now added.	Completed
		c). Practice to update the website with the latest practice information	ICT Manager	Protocol in place to ensure updates are made on a regular basis.	Completed
		d). Practice to ensure that the website outlines the different services that are available at the practice and how patients can access these services.	ICT Manager	Information in place.	Completed
		e). Launch new website	ICT Manager	In place from February 2015. Ongoing enhancements to follow.  <b>ICT Manager to attend a PRG meeting in May 2015 to discuss further with PRG members.</b>	Completed
		f) Consider ways to promote the website with patients.	PRG	This is advertised on an ongoing basis (posters, newsletters, practice leaflet etc.). Further promotion will take place once all improvements of the site are in place.	Ongoing
		g). Practice to consider adding GP specialism's and usual working hours to website.	PRG & GP Partners		Ongoing

Issue / Theme	Objective	Tasks	Task lead	Outcome	Completion date
<b>D</b> <b>Actively promote the patient on-line services</b>	<b>To actively promote the Patient on-line services amongst patients</b> (New service launched from Nov 13). <b>New for 2014</b>	a). Practice to promote to patients e.g. posters, practice leaflet, practice newsletter, on website, verbally by staff etc.	Practice Manager	Active promotion has taken place. All FMC staff involved. PRG members assisted.	Completed
		B). Practice to register as many patients as possible to use the service.	Practice Manager	<b>3110 Patient Access Registered patients @ 1<sup>st</sup> March 2016</b> (18% of patient base)  In February 2016 - <b>232 patients used it to order repeat prescriptions.</b>	<b>Ongoing</b>

Issue / Theme	Objective	Tasks	Task lead	Outcome	Completion date
<b>E</b> <b>Provide patients with information regarding accessing alternative therapies</b>	<b>To ensure that patients have access to information on local alternative therapy services</b>	a). Practice and patients to add information on alternative therapies to notice boards and the website	PRG	New patient information sheet produced and on permanent display in the waiting area & on practice website.	Completed
		b). Practice to consider covering the issue of alternative therapy in a future newsletter	Karen G	Included in Winter 2012 edition of Patient Newsletter.	Completed

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<b>E</b> Improve awareness – early diagnosis of cancer	To actively promote awareness amongst patients regarding early diagnosis of cancer <i>New for 2014</i>	a). Staff to discuss ideas regarding how to promote in a TARGET session.	Dr S Ledger		Completed
		b). New practice protocols, patient letters etc. to go in place.	Dr S Ledger	New protocols & letters in place.  (Dr S Gogna took over as lead GP on Dr Ledger's retirement in Sept).	Completed
		c). Communication with patients regarding importance of early diagnosis – posters, leaflets, notice board displays, regular articles in patient newsletters etc.	Dr S Ledger	<p><b>PRG members and all FMC staff involved with the communication.</b></p> <p>New carousel leaflet holder now in waiting area permanently displaying cancer leaflets. Leaflets on child &amp; teenage cancers added to the carousel unit &amp; displays Nov 2014.</p> <p>Permanent cancer notice board displays in place.</p> <p>Regular articles now included in Patient Newsletters to date include: Bowel / Skin / Breast / Prostate / Child &amp; teenage cancers / Lung / Ovarian / Head &amp; Neck – <b>others to follow in future editions.</b></p> <p>All practice promotional materials now quote:  <i>"Our practice is actively working to increase the early diagnosis of cancer in patients. If you are worried that you may have cancer symptoms please talk to the doctor/nurse about it".</i></p>	Ongoing

Issue / Theme	Objective	Tasks	Task lead	Outcome	Completion date
<b>G</b> <b>Communication</b>	<b>Improve communication between the practice and patients</b>	a). Practice to use local groups and organisations to communicate with patients	PRG / Practice Manager	Morley Elderly Action / Leeds Carers	<b>Ongoing</b>
		b). Practice to use the Electronic Jay-X board/loop system to communicate with patients.	Practice Manager	Practice Manager responsible for adding regular messages to the board.	<b>Ongoing</b>
		c). Practice to set up and promote a twitter account.	Practice Manager	'No response – information only' twitter account in place from Nov 13. Coordinated by the Practice Manager as an additional way to push messages out - @FountainMed	Completed
		d). SMS text - appointment reminders	ICT Manager	Introduced Feb 14. Installed a new contact service – texts are sent as a reminder of appointments but patients can also respond back – ideally to cancel if necessary.	Completed
		e). New system (Mjog) introduced.	ICT Manager	Can deliver messages. 2131 messages delivered since launch in January 2015.	Completed
		f). SMS Text – campaigns (e.g. stop smoking / flu campaign)	ICT Manager		<b>Ongoing</b>

Issue / Theme	Objective	Tasks	Task lead	Outcome	Completion date
<u>H</u> Promote and explain new appointment system	To actively promote and explain the new appointment system to patients <i>New for 2015</i>	a). Practice to promote and explain to patients	PRG / Practice Manager / Dr Logan	<b>New Dr First appointment system in place from 16<sup>th</sup> November 2015.</b> Continued work to promote and audit the new system (Practice and PRG members) Information for patients: <ul style="list-style-type: none"> <li>• Notice board display in the waiting area – including Dr First A5 size information leaflets.</li> <li>• On the practice website</li> <li>• Included in Patient Newsletters</li> </ul>	Ongoing

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