**Elsenham Surgery PPG Action Plan 16/17**

**Introduction:**

The conclusion of the Surgery CQC Inspection on the 30th November 2016 was that the Dispensary department are outgrowing their current location and a safer alternative should be found within the practice. There are several options available regarding how we can achieve this and no final decision can be made until all funding options have been reviewed. With regard to planning projects by the PPG this poses a logistical problem. If the Surgery is about to embark on a complete change of its internal department configuration and structure then this will obviously have to be the priority of the PPG. However if funding isn’t available and changes to the Dispensary are on a smaller scale other projects will take priority.

Therefore it has been agreed that the PPG should set an interim Action plan covering the first 6 months of the year which will be reviewed when all funding options for the Dispensary have been finalised.

 April 2016 – Sept 2016

|  |  |  |  |
| --- | --- | --- | --- |
| **Project / Action** | **Discussion** | **Actions** | **Conclusion** |
|  |  |  |  |
| Dispensary | **Option One*** Move Dispensary into the new Practice Managers Office

Pro’sAll staff would benefit from their new working locationReception would be nearer the front deskManagers in quiet back office – for increased confidentialityDispensary in secure self-contained location.Con’sEntire Surgery to move working location would require careful planning so that there wasn’t any disruption to the service provision. | Work Involved* Manager to move into the back office
* Back office staff to move into current Dispensary

**Actions:**KG - to apply for section 106 monies to cover the cost of the works.Partners – To see budget implications at the end of year accounts meeting | WIP – PPG to revisit this when all financial considerations have been explored. |
|  | Other Options:Remove portioning wall in Dispensary to increase their working area – Not idea and still quite expensiveManagement to use prefab cabin in the back garden - To free up PM’s room. | These are less favoured options and the prefab cabin is considered unworkable. |  |
| **PPG Membership**  | PPG needs additional new members. | KG – To do a magazine article for the local Parish publications promoting PPG Membership.KG- to do the same via the Surgery NewsletterCurrent Members – Ask a friend – to see if they would consider joining our group.Posters for the waiting roomPromotional events – like a PPG Drop-In morning |  |
| **Patient Satisfaction Questionnaire** | Following on from our last survey it was agreed that despite our best efforts we are receiving too few responses.Overall Patient satisfaction remains high and above average in the area.Therefore, our focus is going to be how we can increase our patient involvement with the survey. | Barry – To look at Survey Money optionsBarry – To do a “flyer” for the waiting room to promote the PPG and the Patient Satisfaction Questionnaire.Flyers could be inserted into Dispensary bags etc.KG - to look at activating the questionnaire on the websiteThe time span of the survey could be extended and results collated on a rolling basis.We will email the questionnaire to the Newsletter mailing list – If everyone on the newsletter mailing list responded this would have double the last cohort of responses. |  |
| **New Build – Elsenham** | There is concern locally that the new local developments in Elsenham and Henham will have a negative impact on the Surgery and the Surgery will not be able to cope with the increase in numbers of additional patients.  | Future proofing the service delivery for the Surgery has already started. We have already created an additional clinical room and have capacity to be able to offer more clinical appointments when the new patients start to arrive.We need to be certain that this is communicated locallyKG /DW to write in the Parish Magazines about the future proofing measures already in place.KG – to do the same via the Newsletter |  |
| **Drop-In’s** | There has been a lack of response to the Drop-Ins recently | We need to inject vigour int these Drop-In sessions or they will have to be discontinued.Ray – to organise a visit from a hearing aid specialist.The PPG to host their own Drop-In session to promote the work of the PPG |  |
| **Surgery Website** | It was agreed that the Website is a vastly underutilised tool.There is a lot of useful information and needs to be promoted. | KG – To update and tidy up the website so that the sections are not duplicated and information is pertinent and concise.Barry – To see if we can get a barcode square that we can copy in the Newsletter, the surgery booklet and use generally throughout the Surgery to promote our website.KG - to activate the Patient Satisfaction Questionnaire |  |
| **Surgery Sign** | The Partners are keen to increase the signage at the front of the car park | KG – to get some mock up’s as to potential designs.PPG – To find out Planning Permissions required and complete application etc. |  |