

***Dr Ian Kelso and Dr Rachel Hames***

**North Kensington Medical Centre**

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**Patient Participation Group (PPG)**

**Agreed Action Plan 2015/2016 (To be read in conjunction with minutes from the PPG meeting held 22.01.15 and the PPG annual report March 2015)**

Following overall successful implementation of the previous PPG action Plan the following items will form the action plan for the coming year. This action plan has been based on discussions during the PPG meeting held on 22.01.15 which in turn were based on patient feedback, comments and suggestions received over the course of the year. Please send comments and suggestions to [lucy.stewart@nhs.net](mailto:lucy.stewart@nhs.net) by COP 12.03.15

**Priority area one – Decoration of consulting rooms in order to bring standard of decoration in line with required standards**

This item has been brought forward from the previous action plan since very little progress has been made. Requests have been made to the landlord (NHS Estates) to re-decorate two of the consultation rooms in order to bring the standard up to current requirements, with specific regard to flooring and hand washing facilities

**Actions:**

1. One more application to be made to the landlord for upgrading works to be implemented  
Who: Magda Mazus  
By When: April 2015
2. A list of contacts with the landlord to be compiled  
Who: Magda Mazus  
By When: April 2015
3. A letter to be drafted and sent to local MP to enlist help to achieve this objective  
Who: PPG volunteer (please) to be signed by all members plus all patients  
By When: June 2015

## **Priority area two –Access to primary care services**

A review of what is available and how it is accessed in terms of appointments. This will include the following:

1. Timings for clinics
2. Skill mix of clinicians
3. Types of appointment – to include urgent/routine, face to face/telephone/Skype,
4. The impact of DNAs
5. The impact of the forthcoming Integrated Health and Social Care for older people scheme
6. The impact of funds removal for the urgent appointment scheme
7. Reception hours/calls received
8. The current telephony flexibility - and staffing levels at key points during the day in order to ensure lines are answered
9. Adherence to practice protocols devised for easing pressure on the phones
10. Patient views on how appointments should be delivered and what type of appointment would be preferred.
11. How appointments are booked

### **Actions:**

1. An assessment of what is offered  
Who: Lucy Stewart/Magda Mazus  
By When: May 2015
2. Review of telephone system  
Who: Lucy Stewart/Magda Mazus  
By When: May 2015
3. Patient questionnaire regarding how appointments are accessed, satisfaction with contact with the practice, satisfaction with appointments offered  
Who: Lucy Stewart/Magda Mazus  
By When: July 2015
4. Review of staffing levels/skill mix  
Who: Lucy Stewart/Magda Mazus  
By When: Sept 2015
5. Assessment and recommendations  
Who: Lucy Stewart to partners and PPG members  
By When: Sept 2015
6. Implementation of any agreed changes  
Who: Practice team  
By When: March 2016

### **Priority area three – Communication of information to patients**

Building on the action plan from last year communication of information to patients was still felt to be an issue by the group. The introduction of the newsletter has been welcomed by patients and will be continued. The introduction of the Patient Navigator has been hugely successful and is now a vital source of information and support to both patients and practice staff. The proposed extension of this scheme is welcomed by the practice

It was felt that information in the waiting room could be improved and that this could be managed by the PPG members (to include the forthcoming Health Watch patient engagement board).

Meeting Frequency - Whilst communication and updating on improvement progress has been e-mailed to the group throughout the year it was felt that physically meeting only once a year was not sufficient. It was therefore decided to increase this to twice yearly – but to retain the option, as previously that any member could call for additional meetings should the need arise.

#### **Actions:**

1. Continuation of Bi-annual Practice Newsletter  
Who: Lucy Stewart  
By When: April and Oct 2015
2. If plans to extend the Primary Care Navigator role are approved the practice will make every effort to ensure that consulting space is allocated  
Who: Practice Team  
By When: On-going, depending on decision making process
3. PPG to manage the poster displays in the waiting room (to include the forthcoming Health Watch patient engagement board)  
Who: To be determined  
By When: On-going throughout year
4. PPG meeting to increase in frequency  
Next meeting planned for June/July 2015

Additional areas for monitoring:

**Dissatisfaction with overall care received.** This was reported in the survey conducted last year. The patients reporting this were asked to provide further information as to the cause for their concerns but no-one came forward. Whilst no action is intended for this year on this point it was felt important that this remains an open item in case any patient wishes to raise their concerns.

## **Reporting mechanisms**

An update report will be produced in June for this action plan ahead of the next meeting and all items will be discussed at this meeting. The action plan will be amended as appropriate to reflect developments.

As with this action plan the update report and minutes of meetings will be published on the practice website and will be made available in hard copy version (and large print on request) in reception. Copies will be posted to known carers and to housebound patients. The Primary Care Navigator will hold copies for distribution