**BROSELEY MEDICAL PRACTICE**

**ACTION PLAN FOR 2014/15**

**Details of the action plan setting out how the finding or proposals arising from comments to the practice and the Patient Participation Group (PPG) will be implemented.**

The following actions have been discussed:

1. To try and recruit new members of all ages, gender and ethnicity to join our PPG by putting posters around the town including in schools and playgroups in order to encourage younger patients to join.
2. To continue to offer same day appointments and make access easier.

Regularly review appointment systems. Extra Nurse triage sessions are added at busy times e.g. after a Bank holiday to reduce waiting times for non urgent appointments.

The practice applied for extra funding to cope with Winter pressures. This enabled the practice to offer extra GP appointments to the patients.

More information about the various appointments we have, especially same day/urgent appointments has been put up in the waiting room and will be added to our website and practice leaflet.

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1. Reports from patients to both the practice and PPG members regarding problems encountered with a local pharmacy were discussed during the Care Quality Commission (CQC) visit in October. CQC advised the practice that they should record any problems involving patients as significant events.

Since October the practice has been doing this and a representative from the Shropshire Clinical Commissioning Group (CCG) visited both the practice and the pharmacy to discuss why/how these problems occurred and how to resolve them.

There has been an improvement in services.

1. The PPG are very keen to continue the “Health information events” which have been a great success. Everyone who took part in organising these events worked very hard and the feedback was excellent from patients, their families and carers. They will soon be planning the next event which will possibly be held in early 2016.