

## **Virtual PPG March 2013 – Action Plan**

### **Patient Education**

- Heart Disease information to be offered in waiting room on the television screen
- Leaflets to be acquired
- Patient priorities for information to be discussed at next Monday GP Meeting
- Results to be incorporated in next Awareness Day Plans
- Request to go out to Virtual PPG to ask willingness to attend face to face meeting
- Request Virtual PPG member to say if they were interested in attending information sessions here at UGR Surgery

### **Interpreter Services**

- A welcome leaflet explaining how to access interpreter services to be written in French and Nepali.
- Need to explore what NHS leaflets were available in other languages.
- Ensure reception staff are fully aware of what is available for those whose first language is not English.

### **Patient Information**

- Patient requests to be brought to the Practice Multi-disciplinary Meeting.
- Epilepsy, Chronic Kidney Disease and Breast Cancer awareness to be considered.
- Leaflet holders and posters to be displayed in the new build.
- Television information in waiting room to be updated.
- Ensure any health awareness days are well publicised.

### **New Build**

- Certain finishing touches needed.
- Signage for patients

However, most respondents were fully aware of the improvements and a few added most encouraging comments regarding the period during the build and the structure that has emerged.