

# Hardwicke House Group Practice Patient Partnership

## Action Log

DATE	DETAILS	ACTION	BY	UPDATE	COMPLETE
04/08/17	Involve Local Schools with PPG	<b>Action 1:</b> MC to approach the Thomas Gainsborough School in Great Cornard.	MC	MC contacted TGS several times but unable to make progress. It was agreed not to proceed due to lack of response	10%
04/08/17	Involve Local Schools with PPG	<b>Action 2:</b> PW to circulate NHS article on attracting young people onto PPGs.	PW	Complete	100%
04/08/17	Patient Experience Action 2	PW to write piece for Winter Newsletter re patients wanting to see the same GP, also as an emergency. This is not always possible, particularly for emergencies.	SB PW	For inclusion in next Newsletter	100%
13/10/17	WSH Procedures for patients with Dementia and their carers.	MW to write a crib sheet	DM / MW	Information distributed to members	100%
13/10/17	2018 PPG Meeting schedule.	Compile meeting schedule with consideration to changing meeting day / times to attract wider patient representation.	PW	List of preferred meeting dates distributed. Issue to be discussed at February meeting. Wednesday pm meetings agreed 02/02/18	100%
13/10/17	GP Specialisms	HH Web site no longer has information about GP specialisms. Update requested	SB / DC	Specialisms now provided on 50% of GPs. No further information proposed. See minutes of meeting 11 <sup>th</sup> April 2018	50%
13/10/17	Patients with incorrect appointment times.	Promote on PPG Notice Boards and Newsletter text messaging appointment time reminders.	PW / DM	Article promoting SMS appointment reminders included in Winter 2018 Newsletter.	100%
01/12/17	Pharmacy Opening times	Contact local pharmacies / Suffolk Free Press re Christmas opening times	DM	Complete – Opening times published in SFP	100%
01/12/17	Pathology Sample Bottles	Obtain from Hardwicke House surgeries ?	SB / DC	Yes	100%
01/12/17	Problems again with Phlebotomy Service at SHC	Raise concern with WS CCG	PW	PW / SB met with North East Essex and Suffolk Pathology Services on 18/12/17 to discuss issues. Service now back to normal.	100%

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01/12/17	Methotrexate	Write to Linda Lord Contact NAPP	PW TM	Decision to be discussed at June meeting	100%
01/12/17	Flu Injections	Does a GP have to be on site if a Flu Injection is given ?	DC	Yes, HHGP policy not to give flu injections if a GP is not on site. DC clarified 02/02/18	100%
01/12/17	HH Phone System	Members requested to assist DC with devising phone menu.	All / DC	MC, DM & TM agreed to assist Meeting held 6 <sup>th</sup> February Went live on 25 <sup>th</sup> April	100%
02/02/18	NAPP Website	Re-issue NAPP web site passwords.	PW	Issued with minutes 27/02/18	100%
02/02/18	HH Website PPG Pages	Update PPG pages as per PW email	DC	Some items changed. PW 27/02/18 querying	100%
02/02/18	Newsletter	Practice requested to print newsletters for display in surgery	DC	Complete	100%
02/02/18	PPG Member badges	Badges required for all PPG members when visiting surgeries.	PW	Badges ready for issue at meeting on 11 <sup>th</sup> April	100%
02/02/18	Healthcare Assistants	List HCAs on HH Web site.	DC	Complete	100%
02/02/18	PPG Notice Boards	De-clutter required	DM	Great Cornard and Clare Complete	100%
02/02/18	Patient Survey	Discuss with DC any issues for the Practice to action.	PW / DC		0%
02/02/18	Transport Schedule	Transport schedule required for Clare to reflect different location.	DM / EC		0%
11/04/18	General Data Protection Regulations (GDPR)	Contact members to explain implications for group	PW		0%
11/04/18	New Non-Emergency Transport Service for Patients	Investigate further	LK ?		0%
11/04/18	PPG Notice Boards	Review Clare Noticeboard to make better use of limited space	EC		100%

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13/06/18	Flu Clinics	Dates for 2018 Clinics	DC		0%
13/06/18	NHS Tea Party	Purchase promotional merchandise	DC		0%
13/06/18	PPG Notice Boards	On-going Review	All		40%
13/06/18	Newsletter	To be completed	PW		75%
13/06/18	Support Groups	Provide information about SWAGS	LK		
13/06/18	Patient Revolution	Organise tickets and transport	SB	6 members attending	100%