

# **Riddings Family Health Centre Patient Participation Group**

## **Action Plan for**

October 2014 and February 2015

Following suggestions from Patients to GP or Receptionists

Chairs with Arms to aid rising.

**Agreed and Actioned** – already had 2 patients compliment this idea.

Doorbell for disabled patients.

**Agreed and Actioned** – Patients can now ring for assistance.

Blood Test taken at Surgery

No central funding for this facility.

**Agreed and Actioned** - SJ in agreement that those patients who find it difficult to attend AGH should be seen at the Surgery.

Recycling of Unused/Out-of-date Medications.

The surgery is unable to provide this facility.

**Most Chemists** do have this service.

Missed appointments

Mobile Phone Text message to avoid any DNA's

Action – look into how this could be set up

Good idea – promote need for up-to-date mobile numbers.

**Unfortunately** the EmisWeb facility sends a text message 48 hours prior to appointment; as the majority of appointment are for the same/next day, this would not be practical.

Water Container in Waiting Room

This would be costly and, where it has been trialled, they have experienced:- spillages and plastic cups being left around the waiting room (not being disposed of in the waste bin).

**Agreed and Actioned** - Bottles of water/cups are available from Reception for any patient requiring a drink of water.

## **Up-date**

Most patients seem happy with On-line system, which now includes limited medical record information.

Majority of patients are now aware of repeat re-ordering system – In person; by post, by fax, on-line or via Chemist.