

## Ightenhill Medical Centre

### PPG Action Plan

2014

<b>Ightenhill Medical Centre PPG Action Plan 2014</b>	<b>Review Deadline</b>	<b>Progress</b>	<b>Outcome</b>
<b>Action /Priority</b>			
<ul style="list-style-type: none"><li>• <b>Still problems with Confidentiality in Reception Area</b></li></ul>	12 months	To be investigated	
<ul style="list-style-type: none"><li>• <b>Checking of repeat prescriptions before they are issued</b></li></ul>	3 months	Staff have been instructed to double check all requests and to explain why a drug has not been issued even though the patient has requested it	Ongoing
<ul style="list-style-type: none"><li>• <b>Nowhere to put prescriptions when Practice is closed for training on Wednesday pm from 1.00 to 3.00</b></li></ul>	6 months	Everyone to be reminded about closure.	Ongoing

At the last PPG meeting and following the completion of the patient survey, the practice and the PPG considered the results, prior to this action plan being agreed and completed.

It was decided that three key areas for improvement were clearly identifiable from the survey.