

## OPEN ACTION ITEMS

MEETING DATE	ACTION POINT	ACTION BY	DEADLINE	PROGRESS	STATUS
13/08/14	PPG suggestion that GP's specialisations be publicised	JM	ASAP	To be raised at 10 September 14 meeting I was restricted to a word count in the latest Green Book article and had to use it to advertise Flu Clinics. I will publish these details next month but we perhaps need to discuss at our meeting on the 10 <sup>th</sup> as GPs by the very definition are Generalist Family Doctors as opposed to specialists. That said, Dr Marland & Dr Holmes have Minor Surgery qualifications and Dr Bolton has a specific Diabetes qualification.	OPEN
11/06/14	Agree on action plan for 3 key areas	Practice / PPG	ASAP	PPG proposals passed to JM on 30.07.14 I think we are all agreed on two key areas but the 3 <sup>rd</sup> area will need to be finalised and discussed in more detail at our Meeting on the 10 <sup>th</sup> September.	OPEN
11/06/14	Investigate possible transport options for patients without cars/unable to drive	PPG	ASAP	Discussed at core-group meeting on 23 July 14 – investigations continuing. 2 Sept 14 - discussed with Tony Ward at Wyre Senior Forum. Need to find way to assess demand before next step.	OPEN

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11/06/14	PPG suggests that a Water Dispenser/Chiller be made available in the waiting rooms	JM	ASAP	I have contacted the company Filtron who would charge £300 for the cooling machine and there would then be an average running cost of £50 - £60 per month. We have probably missed the boat for this year as it is the summer months when it would be most utilised. Again, it will need to be discussed at our 10 <sup>th</sup> September meeting as this is a substantial running cost.	OPEN
11/06/14	Doctor requests patient to make an appointment for specified date(s) but no appointment(s) available	JM	ASAP	It has been agreed with the GPs that if the Doctor requests a patient to make an appointment for a specified date but no appointments are available, the appointment will be made on the date specified as an "extra" for the GP in question.	OPEN
01/05/14	Patient Survey – Forum members to play lead role in formulating next Patient Survey	PPG	Present final proposal to September Forum meeting.	Update 11.06.14 - Practice opinion is that this could be an area of PPG involvement Discussed at core-group meeting on 23 July 14 and 27 August. Draft document ready and approved by Practice. To finalise at 10 <sup>th</sup> September meeting.	OPEN

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03/02/14	Disabled access – automatic doors	JM	23/07/14	Several unsuccessful funding applications have been made. Decision made not to pursue as we feel organisations think we should look to the NHS for funding. Agreed to request 3 quotes to establish cost of automated door openers. Update 11.06.14 - PRS Electrical from Hambleton conducted a site survey but felt it was a specialist job that they did not want to undertake. Second site survey conducted by Excel Doors from Warrington. Quote received. Discussed during June's PPG Meeting – 2 <sup>nd</sup> quote to be obtained ASAP prior to final decision. <b>To be discussed at 10<sup>th</sup> Sept. meeting.</b>	OPEN
03/02/14	Duty Doctor - looking at how this can be improved	JM/GPs		Raised as a discussion point at recent Practice Meeting. It is something that we will continue to monitor. Update 11.06.14 - Practice is currently undertaking an Access Audit which is looking at different ways of working. <b>Dr Marland will discuss future access plans at the 10<sup>th</sup> September meeting.</b>	OPEN
03/02/14	Suggestion from Patient Survey: photographs of all surgery staff including GPs to be displayed on the notice board.	JM	ASAP	Update 11.06.14 TJM to put his photography skills into production! <b>A new noticeboard has been purchased and will be used for photographs and names of staff.</b>	OPEN

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03/02/14	Information for carers or patients who have been diagnosed with a condition e.g.: Alzheimer's, dementia, availability of respite care	PPG		Initial thoughts of the Practice team are that this could perhaps be an area of PPG involvement. Perhaps the PPG could contact the named organisations and ask for some supporting leaflets? Some action taken. To review again at next core-group meeting.	OPEN
03/02/14	Building extension for surgery	JM		Planning permission granted last for three years  <b>Update 11.06.14</b> - Situation remains the same. The District Valuer has reviewed the proposal however to determine the potential increase in notional rent the DV has requested a scale drawing to calculate the net internal area. Drawings have been forwarded and are under review.	OPEN

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11/12/13	Review text message reminders - Action: SLH/JM to investigate implementation.	SLH/JM	12.03.14	<p>Ongoing</p> <p>Update 11.06.14 - The service team has been back in touch. They have said that this fault has been accepted by Development and it is looking likely that it will be included in patch release 4.9. I don't have a definitive timescale for this but the next patch release is 4.7 so it should not be too far away. Well done to the Patient Forum for pursuing this and getting a result!</p> <p>Still awaiting patch release 4.9 to be released by the Software Team.</p>	OPEN