



**GLOUCESTER CITY HEALTH CENTRE
PATIENT PARTICIPATION GROUP
ACTION PLAN 2015 - 2016**

Opening Times

- Patients are still asking for the Practice to open on Saturday s – continue to advertise our Saturday opening times in the Practice and on the Website.

Premises

- Following comments in last year's Practice Survey about the premises needed a complete internal revamp; this has been started with the Practice being painted. It was agreed that more work would be carried out if the Practice is to remain in its current premises.

Practice Survey

- The outcome of the survey was discussed in full and it was agreed that overall the results of the survey were good. The group agreed to repeat the same survey next year.

Contacting the Practice by Phone

- Patients are still reporting it is difficult to get through to the Practice by phone at busy times. The Practice is aware of this problem and as soon as a final decision has been made about the premises extra lines will be installed.

Reception

- Receptionists to make sure they keep patients informed when a GP is running late.

Waiting room

- To have a special GCHC PPG noticeboard.
- To encourage new members to join the GCHC PPG by displaying more information in the waiting room.
- To hold a Carer's and PPG day.

Fundraising

- To support further fundraising events to provide extra facilities for the patients and Carers at Gloucester City Health Centre.

Meeting

- Meet quarterly.
- To trial various meeting times to encourage better attendance.
- To have a named GP who is prepared to be the link to and attend GCHCPPG meetings.
- To trial holding various health talks e.g. diabetes, smoking, dementia and so forth.

PPG Committee

- To continue to work together with the GPs and staff at Gloucester City Health Centre.
- To continue to be part of the Gloucester City Locality Reference Group and Gloucester Locality PPG Group.
- To continue to attend various meetings and events as and when invited by various organisations, such as the CCG.
- To continue being a member of NAPP.

A COPY OF THE REPORT CAN BE REQUESTED FROM THE PRACTICE
MANAGER